



Position: Data and Analytics Manager

Location: Chicago, IL

Reporting to: Director, Finance and Administration

About Us

World Bicycle Relief (WBR) mobilizes people through the Power of Bicycles. We envision a world where distance is no longer a barrier to education, health services, and economic opportunity. Our robust Buffalo Bicycles are a cost-effective and reliable means of overcoming the challenges posed by long distances and systemic mobility challenges in developing countries. We are a mission-driven, global not-for-profit that manages a highly-refined bicycle supply chain from design through final distribution. WBR employs an ecosystem approach, with the end-user and community at the center of everything we do. This ensures that our activities are *evidence-driven*, and *sustainable*. We work collaboratively with field partners to design, test, and implement large-scale bicycle mobility programs. To-date we have distributed over 500,000 bicycles. Key results include a 28% reduction in student absenteeism, 23% increase in farmer income, and 45% increase in patient visits by healthcare workers.

Funding for these activities comes from individuals, foundations, corporations, and bilateral and multilateral donors. WBR has an innovative corporate structure with a wholly-owned for-profit subsidiary social enterprise that sells our Buffalo Bicycles to individuals, non-profits, private sector entities, and bilateral and multilateral institutions. This structure enables us to scale our impact, diversify our funding and magnify the impact of donations; reduces per unit costs through economies of scale; places the end-user at the heart of our efforts; and, because we operate within the rigors of the market, works in harmony with local economies.

WBR is a registered not-for profit in the USA (501c3), Canada, UK, Germany, Switzerland and Australia. We have supported programs in 20 developing countries, and have country offices, staff, and assembly facilities in Colombia, Kenya, Malawi, Zambia, and Zimbabwe. www.worldbicyclerelief.org.

About the Position

The Data and Analytics Manager is a key partner to the global fundraising team. This individual will be responsible for the architecture, maintenance and strategy of WBR's Salesforce CRM. The Data and Analytics Manager will work closely with the global fundraising team to leverage WBR's investment in Salesforce.



The ideal candidate will be able to function effectively with limited oversight and moderate on-site training. This individual will demonstrate understanding of the support needs of a relational, grant, and mass market fundraising team.

The ideal candidate will be passionate about helping the cause of the non-profit mission.

Responsibilities

- Act as the chief steward of WBR's Salesforce CRM.
 - Design and build database management system / analyze and recommend database improvements / configure database software / work closely with the fundraising teams to help execute and measure performance.
 - Ensure security of WBR's data.
 - Establish and maintain database reliability and efficiency.
 - Streamline data acquisition - websites, merchant banks, APIs, manual process, etc.
 - Guarantee database setup meets regulatory requirements in all global markets (GDPR/CCPA/SHIELD).
 - Establish a disaster recovery protocol.
 - Proactively tune database in production.
 - Create database management procedures.
 - Continually review processes for improvement.
- Provide end-to-end technical support and problem resolution.
- Manage a small technology team.

Education/Minimum Qualifications

- Bachelor's Degree in Computer Science or Computer Engineering
- 5-8 years of relevant experience using Salesforce to support nonprofit fundraising
- 2 years of experience with Salesforce Nonprofit Success Pack
- Advanced knowledge of database structure and theory
- Can demonstrate a successful record of utilizing ETL
- Can demonstrate understanding of support needs of similar organizations
- Can demonstrate an understanding of regulatory requirements
- Experience working with a global team a plus

To apply

Please submit a resume and cover letter (both required) via our online application system:

<https://rew31.ultipro.com/SRA1000/JobBoard/NewCandidateExt.aspx? JobID=737>