



DIRECTOR DATA & ANALYTICS

POSITION INFORMATION

Position Type	Full-Time, Regular, Exempt	Reports To:	VP of Operations & Programs
Department	Operations	Supervises:	NA

SAN DIEGO FOOD BANK MISSION, VISION AND VALUES

All San Diego Food Bank employees are expected to act responsibly, guided by our mission, vision and values at all times.

Mission Statement

To provide nutritious food to people in need, advocate for the hungry and educate the public about hunger-related issues.

Vision Statement

To end hunger in San Diego County!

Values

- **WE SERVE:** We believe the success of our mission is intertwined with the success of those we serve, and our approach is rooted in empathy and understanding for all facing food insecurity. We stand ready to serve and embrace all who come our way with equity, dignity, and respect.
- **WE EMBODY INTEGRITY:** Our commitment to integrity guides everything we do. We hold ourselves to the highest standards of ethical behavior striving to earn and maintain the trust of those we work with and serve.
- **WE CREATE SYNERGY:** We bring people together to advocate and work for change. Together, we create a network of support that amplifies our impact and enables us to empower an even greater number of our valued stakeholders.
- **WE LEAD:** We strive to create a diverse and inclusive culture that fosters leadership and innovation where positive change is embraced and all stakeholders are encouraged and supported to reach their full potential.
- **WE DEMONSTRATE MOXIE:** We're not afraid of a challenge. We adapt to change and quickly pivot to meet the evolving needs of our community. We find solutions to overcome obstacles, and demonstrate persistence and perseverance in attaining our mission.
- **WE PUT SAFETY FIRST:** Our commitment to safety is paramount. We understand that to be effective and efficient, we must keep safety and personal responsibility for safety at the core of all operations. We always look out for one another and for those we partner with and assist.

POSITION PURPOSE

The **Director of Data & Analytics (DDA)** serves as a strategic leader responsible for relevant data to be collected, integrated, and visualized into actionable insights that measure and drive the San Diego Food Bank's mission and operational excellence. This role establishes and executes a comprehensive data and analytics strategy, overseeing data governance, engineering, integration, and reporting to support organizational decision-making and measure impact. By leveraging analytics, data science, and innovative technologies, the Director enhances program efficiency, operational processes, and storytelling efforts to maximize community impact. Acting as a cross-departmental collaborator and leader, this position fosters a culture of data-driven decision-making and continuous improvement, ensuring the organization is at the forefront of leveraging data to achieve its goals.

ESSENTIAL DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position. All duties are expected to be performed in accordance with existing company policy and procedure. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Strategic Data & Analytics Leadership

- Develop and execute a comprehensive data and analytics strategy aligned with and a catalyst of the organization's mission and goals.
- Serve as a thought leader, advocating for data-driven decision-making to enhance efficiency, measure success, and improve impact, ensuring that methodologies implemented represent best practices in data management and use.
- Establish and enforce data governance policies to ensure accuracy, consistency, integrity, and security of organizational data.

Data Infrastructure & Systems Management

- Evaluate, implement, and optimize data systems and tools to support the organization's evolving needs.
- Lead data engineering efforts to centralize and integrate data across all departments, including Programs, Operations, Development, and others.
- Oversee the collection, storage, and management of data, ensuring seamless flow, accessibility, and compliance with internal and external regulations.

Analytics & Reporting

- Engage with departmental leaders to prioritize needs to design and develop dashboards, reports, and analytics tools to track key metrics and outcomes, enabling stakeholders to make informed decisions.
- Standardize reporting processes, ensuring clarity, usability, and accessibility for stakeholders at all levels.
- Identify and analyze trends to uncover opportunities for operational improvements, program optimization, and strategic growth.
- Provide actionable insights and recommendations to leadership to guide strategic planning and resource allocation based on internal and external data.



Collaboration & Resource Leveraging

- Partner with Operations, Programs, Development, and Marketing to identify and prioritize data use cases across the organization and address specific data needs, ensuring alignment across departments.
- Support storytelling and donor reporting through data insights that highlight the impact of initiatives, campaigns, and grants.
- Work with external stakeholders, including academic institutions and community partners, to advance data-driven initiatives and evaluations.

Evaluation & Metrics Development

- Establish and monitor key performance indicators (KPIs) to evaluate the effectiveness and impact of various departments, including Operations and Programs to evaluate if they are meeting organizational goals and to provide data-driven solutions.
- Provide vision for data collection and integration efforts, designing and administering surveys and feedback mechanisms to gather actionable insights from stakeholders following collection best practices.
- Use and oversee the use of statistical methods to analyze data and generate useful KPIs, business reports, and dashboards.
- Track compliance with data sharing agreements and ensure proper documentation and adherence to regulatory standards.

Future Growth & Innovation

- Lay the foundation for expanding analytics functions and capabilities within the organization.
- Stay informed of trends and advancements in data science and analytics, ensuring the organization remains a leader in data-driven impact.
- Explore and implement emerging technologies to improve data utilization and organizational efficiency.

IDEAL CANDIDATE

The ideal candidate for this position is an innovative and strategic thinker who thrives on building systems and processes from the ground up. They possess a strong blend of technical expertise and interpersonal skills, enabling them to navigate both the technical aspects of data analytics and the organizational dynamics of a nonprofit. They are self-motivated, resourceful, and skilled at leveraging limited resources creatively, including collaborating with volunteers, students, and partial team support. This person is passionate about using data to drive meaningful change, has a keen eye for detail, and can clearly communicate complex concepts to diverse stakeholders. They are excited by the opportunity to shape the Food Bank's analytics approach and lay the foundation for future growth.

SKILLS, KNOWLEDGE & ABILITIES

KNOWLEDGE OF:

- Proficient in MS Office (Excel, Access, Word, Teams, etc.)
- Strong understanding of data governance, data engineering, analytics, and data-informed decisions and process improvements.
- Proficiency with visualization tools (e.g., Power BI, Tableau) and data warehousing (e.g., SQL).
- Knowledge of enterprise data tools and survey platforms preferred.

ABILITY TO:

- Excellent analytical, problem-solving, and organizational mindset and demonstrated skills.
- Strong project management skills, with the ability to balance hands-on technical work and strategic planning.
- Excellent communication and collaboration skills, with the ability to convey technical concepts to non-technical audiences and to engage stakeholders at all levels.
- Ability to juggle multiple projects with attention to detail and accuracy while adhering to deadlines in a high-energy, fast-paced environment.
- Ability to listen, identify, analyze, and take ownership of user problems; excellent customer service skills.

EDUCATION, TRAINING & EXPERIENCE

- Bachelor's degree in Data Science, Analytics, Computer Science, Statistics, or a related field. Master's degree, preferred.
- 7+ years of experience in data analytics, business intelligence, or related fields, with at least 3 years of leadership experience.
- Experience developing evaluation strategies and conducting surveys, including statistical analysis.
- Familiarity with nonprofit organizations, social services, or food banks, preferred.
- Experience working with volunteers or academic partnerships, preferred.

LICENSES, CERTIFICATES, SPECIAL REQUIREMENTS

- Certified Analytics Professional (CAP), a plus.
- Certification in Microsoft Power BI Data Analyst Associate or Tableau, a plus.
- Demonstrated data-led outcomes with a sharable portfolio of work for reference.

SCHEDULE

A typical schedule for this position includes:

- Monday - Friday
- Hours: Typical business hours (8:00 AM – 5:00 PM)
- Occasional overtime, late nights, or weekend shifts are required, based on business needs.



- Flexibility to work from home one day a week is offered subject to business needs, performance, and manager approval and may vary based on operational requirements.

RESPONSIBILITY & AUTHORITY

FINANCIAL:

- **Departmental Budget Management:** Provide input, oversight, and manage the annual budget for the data and analytics department, including personnel, software, hardware, and training expenses.
- **Technology Investments:** Evaluate, recommend, and oversee the procurement of data management systems, analytics tools, and infrastructure, ensuring cost-effectiveness and alignment with organizational needs.
- **Vendor Contracts:** Negotiate and manage contracts with vendors and consultants related to data systems, software licensing, and analytics services.
- **Cost-Benefit Analysis:** Assess the financial implications of new projects, tools, or processes by analyzing potential cost savings, revenue generation, and efficiency improvements.

PHYSICAL JOB REQUIREMENTS – OFFICE BASED EMPLOYEES

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EXPOSURE:

Employees work under typical office conditions, and the noise level is usually moderate.

EQUIPMENT USED:

Computer, printer, phone, desk, copy machines, scanners, fax machine, postage machine, typical equipment found in an office setting.

ESSENTIAL PHYSICAL TASKS

(see analysis of physical demands on next page)

ANALYSIS OF PHYSICAL DEMANDS

Key is based on a typical week

N = Never

R = Rarely (less than 1 hour per week)

O = Occasional (1%-33% of the time)

F = Frequent (34%-66% of the time)

C = Constant (over 66% of the time)

Activity	Frequency				
	Never	Rarely	Occasional	Frequent	Constant
Lifting/Carrying					
Under 10 lbs				x	
11-20 lbs			x		
21-50 lbs			x		
51-100 lbs	x				
Over 100 lbs	x				
Pushing/Pulling					
Under 10 lbs				x	
11-20 lbs			x		
21-50 lbs			x		
51-100 lbs	x				
Over 100 lbs	x				
Driving					
Automatic Trans			x		
Standard Trans	x				
Other					
Keyboard/Ten Key					x
Fine Dexterity					x
Grasping/Holding					x
Repetitive Motion					
Hands					x
Feet				x	
Twisting/Turning					
Reach over shoulder			x		
Reach over head			x		
Reach outward			x		
Climb		x			
Crawl		x			
Kneel		x			
Squat		x			
Sit					x
Walk – Normal Surfaces					x
Walk – Uneven Surfaces			x		
Walk – Slippery Surfaces			x		
Stand					x
Bend					x



EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received and reviewed the job description for the position of stated above at the Jacobs and Cushman San Diego Food Bank. I understand the duties and responsibilities outlined in the job description and agree to perform them to the best of my ability.

I confirm that I have read and understand the job description and agree to the terms outlined above.

Employee Name: _____ Employee Signature: _____ Date: _____

Manager Name: _____ Manager Signature: _____ Date: _____