



Senior Data Analyst, NCHL

Reports to: Director, Research, NCHL

Classification: Full time, exempt

Location: This position is 100% remote located in the US

The senior data analyst role supports the research function of the National Center for Healthcare Leadership (NCHL) and has responsibility for data analytics and database management initiatives. This position handles all NCHL data assets and is responsible for a portfolio of deliverables and projects that leverage NCHL data. This position supports NCHL's research efforts for the Leadership Excellence Networks (LENS), US Cooperative for International Patient Programs (USCIPP), and National Council on Administrative Fellowships (NCAF).

The senior data analyst serves as the technical subject matter expert for NCHL's data visualization environments, leads the organization's programmatic benchmarking initiatives, and interprets data for NCHL stakeholders. As such, this position requires experience analyzing and interpreting data in R as well as designing, building, and maintaining data visualization dashboards (preferably in Qlik Sense and Tableau). This position requires attention to detail; initiative; and excellent project management, writing, and critical thinking skills.

The senior data analyst will have the support of the NCHL research director and will work in collaboration with other NCHL team members. Applicants should be authorized to work in the United States.

Responsibilities:

Data analytics and reporting

- Provides ongoing Qlik Sense dashboard and data reporting support to NCHL members. This includes identifying and implementing enhancements to existing dashboards.
- Leads data collection from NCHL members, including survey development, data cleaning, and compilation.
- Conducts data analysis and generates summary reports for benchmarking initiatives and other data collection. This includes longitudinal analysis to identify year-over-year trends.
- Supports data collection for NCHL operations as needed (e.g., conference and event evaluations).
- Manages all reporting and data exports for the National Administrative Fellowship Centralized Application System (NAFCAS) and related systems (Learning Bridge Opt-In, etc.) to leverage learning opportunities, promote quality improvement, and improve marketing efforts.
- Interprets data, prepares visuals, and makes recommendations using data from all available sources in order to improve the administration and learning opportunities for the National Council on Administrative Fellowships (NCAF) program and NAFCAS service.

Data and database management

- Conducts regular reviews of existing data assets and takes steps to address gaps and deviations in the data.
- Manages membership access in the NCHL CRM to ensure communication lists are accurate, members have access to the correct workspaces, and the database is clean (e.g., no duplicate records, profiles are complete).

- Crossed-trained to support the administrative efforts for the NAFCAS during peak recruitment periods.

Other research activities

- Monitors external sources for relevant literature and news items and updates deliverables accordingly.
- Administers 360 leadership assessments in Qualtrics and provides support to participating organizations, including status reporting and troubleshooting.

General NCHL administrative

- Helps coordinate, provides materials for, and attends external calls related to research; benchmarking initiatives; and data analytics.
- Regularly identifies and pursues ongoing improvements to processes related to research, data analytics, and database management.

Required experience:

- At least 3–5 years of relevant experience in data analysis, reporting, and visualization. This should include 1–2 years optimizing, developing, and leading data analytics projects.
- Education: A bachelor's degree in computer science, math, statistics, information sciences, or another field relevant to data analysis.
- At least two years of experience in the end-to-end implementation of dashboards in Qlik Sense or Tableau, including planning, gathering and preparing data, designing the user interface, and providing ongoing maintenance/enhancements.
- Analytical Skills: Able to collect and process information related to a variety of topics. Demonstrates excellent critical thinking and problem-solving capabilities.
- Technical Proficiency: Has proficiency with multiple data analysis and visualization tools as well as collaboration tools, including MS Teams, Zoom, and Microsoft Office applications.
- Communication Skills: Strong verbal and written communication skills are essential for collaboration and effectively sharing findings from data analysis and research projects.
- Teamwork: This role is highly collaborative and will work with team members across the organization.
- Organizational and Time Management Skills: Excellent organizational abilities to manage tasks, timelines, and resources efficiently. Effective time management is crucial to meeting deadlines for several concurrent projects.
- Attention to Detail: The nature of this role requires attention to detail and accurate data analysis. This position is expected to produce high-quality work.
- Project Management: Takes ownership of research projects from inception to completion, coordinating timelines, milestones, and deliverables.
- Initiative: Takes the initiative to propose new ideas, jump into projects, ask questions, and propose solutions.

Preferred skills:

- Experience with survey tools (e.g., Qualtrics, Survey Monkey) a plus.
- Customer Service: This position requires regular interaction with colleagues, members, and partners. Being able to manage the expectations of multiple stakeholders while maintaining good customer service is important for this role.

Remote Office Expectation:

All NCHL personnel are entirely remote. This position requires the employee to use their personal cell phone with a data plan and home internet, with a set monthly stipend provided. All hires are required to maintain residence in the US.

Salary: \$70,000 – \$72,800 annually + benefits

To Apply: Submit cover letter and resume in MS Word or PDF format to:

Callie Lambert

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The National Center for Healthcare Leadership (NCHL) is an American 501(c)(3) nonprofit organization dedicated to advancing healthcare leadership and organizational excellence by building diverse, inclusive, and collaborative relationships in the US and abroad. NCHL is an Equal Employment Opportunity Employer. This position will report to NCHL's director of research.