BASIC FUNCTION: Employee's primary responsibility is to collect, organize, validate, analyze, and present data from a variety of sources and advance a data-driven culture within Dayton Metro Library.

JOB DUTIES:
1. Establishes goals and objectives for data collection, organization, validation, and analysis to provide actionable insight in support of the Library's mission. Enriches DML to be a data-driven fact-based decision-making organization.
2. Creates and oversees data collection and analytic strategies to identify key customer and community insights and needs.
3. Works closely with the Executive and Deputy Executive Director Cabinets, managers, staff, community partners, and vendors to make data-driven recommendations to support and inform the direction of strategic initiatives.
5. Develops and maintains an organization-wide data repository, harnessing information from a variety of internal Library sources to allow for clear, consistent quantitative metrics.
6. Gathers, analyzes, and relates data from the census, regional planning organizations, and other external sources to ensure appropriate Library response to community needs.
7. Develops dashboards, data visualizations, and reports to monitor progress towards Library goals and demonstrate value and impact to community stakeholders.
8. Conducts analysis of activities to identify successes and areas of opportunity with the goal of ensuring the Library programming addresses community interests and needs.
9. Conducts research to track awareness, perceptions, and attitudes to measure satisfaction, gauge effectiveness, guide decisions, and contribute to strategic planning.
10. Participates and contributes to system-wide decision making and policy development through consistent information-sharing, regular attendance at manager's meetings, and service on committees.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies.
Adaptability/Innovation: Welcomes and adjusts to changing situations, conditions, and work responsibilities. Develops and implements resourceful ideas that provide positive solutions to all types of workplace challenges.

Communication: Connects with others, both verbally and via written means, to effectively provide thoughtful, timely, and accurate information across all organizational levels and with all appropriate people in a professional manner.

Customer Service: Proactively, effectively, and pleasantly meets the needs of both internal and external library customers. Prioritizes service to patrons above all other tasks.

Dependability/Accountability: Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.

Intercultural: The ability to effectively interact across and within multiple dimensions of diversity, cultures, and experiences simultaneously while embracing and understanding the impact of intersectional identities. This includes the process of active listening, learning, and reflecting to develop knowledge, skills, attitudes, and commitments to engage across diverse groups in open, effective, and socially responsible ways.

Organizational Support: Understands and supports the library’s mission, vision, culture, and structure and demonstrates a comprehensive understanding of the library’s policies and procedures. Supports everyone’s efforts to succeed. Works effectively as part of a team.

Collaboration and Engagement: Builds relationships and establishes partnerships with colleagues, community organizations, government agencies, and other strategic stakeholders. Gathers and shares stories that illustrate the library’s capacity to achieve outcome-based results.

Leadership: Sets and models high-performance standards characterized by integrity. Earns the trust and respect of others by coaching, inspiring, and empowering teams to achieve strategic objectives.

Personal Management: Attracts, retains, and motivates staff to work toward shared objectives. Coaches, directs, and supervises employees in the most effective manner. Manages the performance of staff in order to achieve the goals of the Library.

Project and Change Management: Embraces change and implements recognized strategies and techniques to build commitment, understanding, and acceptance of imminent changes by all stakeholders. Plans and implements projects using well-known project management principles and procedures, while continuously monitoring, evaluating, and adapting the project’s progress as needed.

QUALIFICATIONS:

Communication Skills: Ability to effectively develop content and communicate analysis through graphs, spreadsheets, reports, pivot tables, and other presentations to audiences of varying levels of understanding. Ability to build and maintain effective relationships with community officials, vendors, organizations, the public, and the staff. Ability to develop effective content for presentations, publications, and social media. Ability to write reports and business correspondence clearly and informatively. Ability to effectively present information and interact with the public, staff, and management in a respectful and professional manner that reflects the Library’s values. Ability to effectively present information and respond to questions from staff, patrons, and members of the community individually and in a group setting. Ability to deal effectively with confrontational individuals and/or challenging situations.

Ability to effectively respond to questions from staff, patrons, members of the community, and members of the media both individually and in a group setting. Ability to deal effectively with confrontational individuals and/or challenging situations.

Education and Experience: Strong analytic skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy. Familiarity with trends in data visualization, outcomes measurement, and logic models. Strong writing and presentation development skills.
Ability to prepare and administer budgets — Valid Ohio driver’s license, acceptable motor vehicle record, and continuous insurability required. Bachelor’s degree from four year college or university, in a quantitative field (such as Data Science, Business Analytics, Management Information Systems, Mathematics, Statistics, Computer Science, Engineering, Economics, Business Administration, or a closely related field), preferred. Three to five years of increasingly responsible experience and demonstrated expertise in collecting and analyzing data to generate fact-based recommendations and measurement of performance or impact, preferred. Experience managing employees preferred.

Equipment, Tools, and Materials: Ability to frequently use computer and standard office equipment. Ability to periodically drive vehicle.

Math Skills: Ability to gather, calculate, understand, validate, apply, and interpret data and statistics accurately. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts and percentages. Ability to create and adhere to annual budget. Ability to develop and implement cost-saving measures.

Physical Requirements: Ability to occasionally carry, hold, lift, reach, stoop and turn. Ability to frequently, grasp, sit, stand, walk, and use keyboard. Specific vision abilities required for this job include close and distance vision. Ability to speak and hear required.

Reasoning Skills: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions and deal with several variables.

Technical Skills: Technical competence with data visualization, analysis, and statistical software including but not limited to Tableau, ArcGIS, SPSS, SAS and STATA. Proficiency with relational database systems and software tools to gather, store, and normalize data. Ability to use internet and other electronic resources, email, spreadsheet, database management, and office software. Ability to learn automated system functions used in carrying out job duties. Ability to operate in a network environment. General knowledge of PC equipment required.

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, and must demonstrate the necessary skills, knowledge, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above reflects general information considered necessary to describe the essential functions of the job and shall not be construed as an exhaustive statement of duties, responsibilities or requirements that may be inherent in the job. It is not intended to limit the right of any supervisor to assign, direct, or control the work of employees under his/her supervision. The use of a particular expression to describe duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.