

## Job Description

---

<b>Job Title:</b>	Manager, Data Quality
<b>Department:</b>	Office of Advancement
<b>Reports To:</b>	Associate Director, Operations
<b>Jobs Reporting:</b>	Records Specialist
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	December 2019

---

### **Primary Purpose**

This position is responsible for sustaining the ongoing quality, accuracy and completeness of operational data for the Office of Advancement, working within a pre-defined data governance structure. The role will also recommend and implement data quality improvements in their domain. The Manager, Data Quality will maintain the overall database integrity and quality, including routine data improvement, data auditing, practice enforcement, and training to maximize fundraising revenue and communication impact.

### **Key Accountabilities**

#### **Data Stewardship**

- Collaborates with other Advancement business partners to identify solutions for data related issues/exceptions, including data availability gaps and data quality gaps to ensure business and project requirements are met
- Recommends new business rules and processes to meet changing business needs in collaboration with other advancement teams (annual giving, central development, and faculties/colleges)
- Ensures consistency of data by establishing and documenting data standards and business rules for critical data elements within the Advancement Operations team
- Coordinates and executes data quality audits and data cleansing efforts
- Reviews quality of data coming from University of Waterloo enterprise system interfaces, troubleshoots issues, and clears for import into Advancement databases
- Provides and maintains effective and accessible training and documentation on the use and appropriate handling of operational data
- Enforces compliance with data standards across all units (central and decentral) in Advancement
- Subject matter expert on the creation and maintenance of corporate data records including partial business data, corporate mergers, employment data

## Job Description



### **Direction and Leadership**

- Influences decisions and builds consensus for data-centric efforts and strategies, using subject matter expertise and knowledge of data governance framework
- Provides guidance and reviews and resolves data issues; uses judgement in escalating to the Associate Director, Systems or Associate Director, Operations
- Serves on the appropriate data governance committee(s)

### **Business Process Analysis and Improvements**

- Identifies, researches, and recommends changes to data policies and procedures when and where necessary to improve data quality
- Completes business process flows and data mapping as required
- Serves as project lead or key member for Operations team on systems upgrades and new systems implementations, including creating test plans for any proposed changes to the database

### **Management and Supervision**

- Hires, manages, and evaluates day to day activities of Records Specialist
- Creates and maintains a work environment that fosters, recognizes and rewards supportive mentorship, professional quality, respectful communication, creativity, positive energy, and excellent customer service
- Manages Records Specialist activities, which includes coordinating with Associate Director of Prospect Research to complete faculty-specific strategic database updates based on prospect research

## **Required Qualifications**

### **Education**

- Bachelor's Degree in Business or related field, or equivalent education or experience

### **Experience**

- Minimum of 3 + years of experience in the area of quality control, data management or business process analysis
- Experience in higher education or charitable sector is an asset

### **Knowledge/Skills/Abilities**

- Proficiency in database operations preferably with Raiser's Edge; experience with alternative customer relationship management (CRM) database or ERP system may be substituted.
- Proficiency analyzing data using a variety of software applications
- Ability to work independently, apply critical thinking and propose solutions when new issues are found
- Proven record of good collaboration with multi-disciplinary teams including finance, fundraising (sales), marketing and research
- Ability to influence and build consensus
- A strong customer service orientation towards internal stakeholders
- Must have the ability to work under pressure with strict time constraints in a complex environment
- Must have strong business acumen along with excellent interpersonal and communication skills to effectively work with staff at various levels

## **Nature and Scope**

- **Contacts:** Internal: Uses effective communication to convey business rules and definitions as well as understand and interpret information regarding Advancement teams and other UW departments with which Operations data intersects. External: Communicates with vendors, help desks and peer

---

institutions in order to research best practices and gain appropriate tools and information to ensure data quality.

- **Level of Responsibility:** The incumbent is responsible for the overall quality of data within their domain. The position is expected to influence and make recommendations to Associate Directors, managers and team members of a diverse and complex unit sometimes with conflicting priorities. Leads and initiates improvement projects related to data quality in a de-centralized environment. Job has specialized skills and requires extensive business knowledge of operational areas including processes, rules, requirements and data flows both in and out of data sources. Requires minimal supervision and provides direct supervision to staff.
- **Decision-Making Authority:** This position performs specialized work with minimal supervision. Has authority to make, support and act on decisions related to data quality within the Operations area. Decisions may be based on pre-determined guidelines and processes, or may require an investigative or consultative approach in order to achieve objectives. This position provides direct supervision.
- **Physical and Sensory Demands:** Minimum sensory demands typical of a position requiring concentration and attention to detail.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a management position. Additional hours and/or pressure may be experienced during data intensive projects such as system upgrades, implementations or changes.