PERFORMANCE MANAGEMENT AND DATA ANALYTICS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the administration of program management, and oversight of data analytics and resulting policy implementation within Albany County. Administrative duties to be performed in this position will include reviewing state and federal grants and developing RFPs for services. Additionally, the Coordinator develops policies and provides guidance with regards to confidentiality and privacy issues and has oversight over the Local Government Data Plan. This position participates in multiple areas of county operations including human services departments as well as operations departments. Travel during a workday will be required and assignments outside of normal working hours may be given. Work is performed under the general direction of the Commissioner of Management and Budget with a wide latitude allowed for the use of independent judgement. The incumbent will directly represent the Commissioner of Management and Budget while meeting with internal county departments as well as external entities. Direct and general supervision will be exercised over the work of subordinate staff.

TYPICAL WORK ACTIVITIES:
- Directs county wide efforts to integrate performance improvement programs and initiatives to enhance practices, standards of care, services and programs through tracking key indicators, analyzing trends, quality assurance and improvement activities, such as identifying best practices, staff orientation and training, and collaborative activities with state and local government and community entities;
- Creates and implements new policies and programming based on data driven decisions to enhance the efficiency of county operations and services;
- Provides data and information to departments on request to assist with grant writing, program implementation, and decision making;
- Serves as a central coordinator for all data driven county programs and inquiries;
- Develops and reviews scopes and requests for proposals, reporting schedules, and performance outcomes for various contracts;
- Collaborates with departments to investigate and resolve performance and efficiency issues and provides reports to department leadership;
- Provides oversight, supervision and research analytics in developing Local Government Data Plan;
- Plans and coordinates program evaluation projects across various areas in the county;
- Assesses county-wide health and human services programs and operations for training needs and/or new policy implementation.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
- Good knowledge of the services, policies and procedures of various county departments as well as applicable federal, state and local laws;
- Working knowledge of the principles and practices of compliance, quality improvement, and utilization review;
- Working knowledge of the services, policies and procedures of human service and public works agencies;
- Knowledge of statistics;
- Knowledge of data schema for database systems used by Albany County;
- Knowledge of data visualization tools used by the county, and ability to customize to provide data to support instructional decision making;
- Ability to coordinate the work of different groups and individuals;
- Ability to communicate effectively, both orally and in writing;
- Ability to work effectively with a variety of people;
- Good judgment.

MINIMUM QUALIFICATIONS: EITHER:
A. Graduation from a regionally accredited or New York State registered college or university with a Master's degree and two (2) years of experience using data analytic tools and/or low code development tools; OR,
B. Graduation from a regionally accredited or New York State registered college or university with an Bachelor's degree and four (4) years of experience years using data analytic tools and/or low code development tools