

## JOB POSTING

<b>Job Code:</b>	TBD
<b>Job Level:</b>	Manager
<b>Job Family:</b>	TBD
<b>FLSA Status:</b>	Exempt
<b>Department:</b>	ECD Corporate Resident Services
<b>Reports to:</b>	Senior Director, Programs and Performance

Enterprise Community Development is the largest nonprofit developer, owner, and operator of affordable rental homes in the Mid-Atlantic. Enterprise Residential is the property management operator. Combined, Enterprise Community Development and Enterprise Residential comprise the Community Development division of Enterprise Community Partners (“Enterprise”) – a national affordable housing nonprofit that, in addition to its Community Development division, invests capital in affordable rental homes through its Capital division, and manages programs, policy and an advisory group through its Solutions division. Collectively as “Enterprise,” we believe the breadth and depth of these end-to-end capabilities is unequalled in the affordable housing industry.

Enterprise is committed to the success of all of its employees and the residents who choose to make their home at an Enterprise Community Development apartment community managed by Enterprise Residential.

What makes Enterprise unique is our extraordinary commitment to our employees who come to work each day energized by the prospect of learning, developing as professionals, and making a meaningful contribution to the success of our residents. Teamwork, mutual support / respect, and learning is at the heart of our mission.

With over 100 apartment communities Enterprise continues to increase in size and, through professional development, our employee associates can expect to advance while enjoying an exceptional employee benefit program and competitive compensation, along with Enterprise’s support in securing industry certificate-based training, and Enterprise sponsored training.

We are committed to welcoming employees with diverse backgrounds and engaging with businesses which share our core values of integrity, respect, and professionalism in what is an exciting and highly rewarding housing sector.

### **Resident Services Strategic Intent**

Enterprise Community Development and Enterprise Residential recently completed a major strategic planning process. Among other new initiatives a refocused strategy was created to greatly enhance the quality of support for employees who are responsible for newly refocused resident services programs and the operational success of those programs.

This same strategic planning process clarified resident needs with what can and should be provided by Enterprise Community Development and Enterprise Residential.

Enterprise Community Development will be responsible for creating programming and securing the resources along with the financial support to introduce programs for residents. Enterprise Residential will support those programs and will focus on housing stability actions to retain residents.

Coming from this strategic planning process, Enterprise seeks to be among the best-in-class with resident services programming and meaningful / substantive positive impact for each resident. Given the diversity of resident needs and aspirations Enterprise intends to “be there” to support our residents with programming in five core sectors, as follows:

1. Academic & Social Emotional Programming
2. Digital Literacy & Access
3. Food Security
4. Housing Stability
5. Resident Engagement

After careful planning centered on these five core sectors, it has been determined that there is a need for this position of:

### **Outcomes and Impact Manager**

Responsible for designing and building customized performance reports utilizing Apricot, Yardi, and other data sources. These duties also include data entry, data storage and data security processes.

#### **Position Responsibilities and Measures of Success**

- Provides technical assistance to staff and senior leadership to support the effective implementation of Enterprise Community Development resident service data entry, data review, and community planning processes.
- Develops training forums, teaches, and facilitates staff and partners in-person and or through virtual training on the Apricot data management system. This training will also include other data capturing and reporting systems.
- Active participant in the formulation, introduction and training related to this segment’s policies and procedures.
- Responsible for the monitoring of usage, content, security and confidentiality of the systems, data and information contained therein. Controls access to resident services information following policies and procedures which will be established.
- Provides recommendations on systems improvement, costs of usage, contract terms, and presents recommendations to senior leadership.
- Conducts quality assurance reviews of system usage and data collection and creates trend analyses that supports the improvement of program management and decision-making. Ensures there is a substantive across-the-board utilization of the systems as intended, and as designed /controlled; reports deviations these areas to supervisor for resolution / corrective action as appropriate.
- Works collaboratively with Enterprise Community Development Information Technology, Asset Management, Property Management, Real Estate, and Development teams to ensure corporate

resident service data management processes and procedures align with resident service programmatic, and operational goals and objectives.

- Provides routine weekly, monthly, quarterly, and annual reports on topics to be selected by leadership. Regularly provides suggestions for reports / formats to colleagues that optimize the systems capabilities and features.
- Serves a valued team member on cross-departmental collaboration projects and initiatives.
- Participates in the planning and implementation of resident and community surveys and completes assessments generated from the information gained from those processes.
- Conducts research on data management best practices, from peer organizations and other industry sources and provides findings to improve operating procedures and program design.

### Position Requirements

- Bachelor's degree in a related field or equivalent work experience and certifications
- 4-6 years of relevant experience with quantitative and qualitative data analysis
- Strong analytical skills with knowledge of and experience working with statistical and analysis packages for analyzing large datasets and in building data models
- Strong problem-solving skills; ability to think quickly, critically and strategically
- Strong detail-orientation, with excellent organizational and follow-through skills.
- Proficient computer and technology skills; strong skills working with MS Excel PivotTables & Macros and ability to learn new tech tools.
- Prior experience with Apricot, Microsoft Office Suite, and SharePoint preferred.
- Demonstrated ability to work effectively across internal and external organizations.
- Detailed-oriented, consistently meet deadlines, work well within a team environment.
- Excellent relationship and interpersonal skills.
- Strong verbal and written communication skills.
- Demonstrated ability to learn quickly, be self-directed, and take initiative.
- Able to support Diversity, Equity, and Inclusion ideas and values.
- Travel to corporate offices in MD and occasional travel to communities in MD, DC, PA & VA.

The home office for Enterprise Community Development and Enterprise Residential are in Baltimore and Silver Spring. Enterprise also has offices in Columbia, Silver Spring, Washington, DC, and New York City, and satellite offices elsewhere.

The Outcomes and Impact Manager will be assigned a primary office location for regular in-person attendance and meetings. This position will perform work in a hybrid manner, working remotely, from the office and also visiting communities as needed.

Enterprise Community Development and Enterprise Residential provide attractive levels of Paid Time Off which employees are expected to use; and there are a number of paid holidays. Although this employee will be engaged in time-consuming, and at times deadline-driven work Enterprise supports employees having positive work-life balance.

### **Equal Opportunity of Employment and Statement of Non-Discrimination**

Qualified applicants for this position will receive consideration for employment without regard to their race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, protected veteran status, or disability status.

Applicants apply here: [https://wd5.myworkdaysite.com/en-US/recruiting/enterprisecommunity/EnterpriseCareers/job/Manager-Outcomes---Impact--Data-Analyst-\\_REQ1754](https://wd5.myworkdaysite.com/en-US/recruiting/enterprisecommunity/EnterpriseCareers/job/Manager-Outcomes---Impact--Data-Analyst-_REQ1754)