

PRO BONO RESOURCE CENTER OF MARYLAND
Position Description for
TENANT ADVOCACY DATA AND REPORTING MANAGER

The Pro Bono Resource Center of Maryland (PBRC) is a statewide non-profit that connects volunteer attorneys and others with organizations and clients seeking equal access to the justice system. Under the umbrella of PBRC's Courtroom Advocacy Project (CAP), several different grants support our eviction prevention legal work in Baltimore City and Baltimore County. In these jurisdictions, PBRC provides walk-in legal clinics for tenants at risk of eviction, offering on-the-spot representation for proceedings that day. Current funding includes county, federal, and foundation sources, and each grant requires extensive, periodic grant reporting (e.g., monthly, quarterly, or semi-annually) on case statistics and information as well as our clients' demographic data.

We are seeking a bright and skilled professional who loves all things data. The ideal candidate will have demonstrated experience in data collection/management, quality control of program data, and grant reporting on a high-volume program. Extensive prior experience in using a database, preferably a Salesforce platform, to monitor grant compliance and produce statistical components of required reports is required. The ideal candidate will be a self-starter who is also a team player, highly organized, with superb attention to detail, the ability to work and learn independently, and a willingness to train others and troubleshoot data or database issues.

Competitive salary of \$52,000- \$55,000 depending on experience. Excellent benefits, including 401K plan, medical, dental, drug and vision coverage, short-term disability and paid vacation and sick time. Work can be done largely remotely.

Primary Responsibilities:

1. Oversee data management and database needs resulting from PBRC's eviction prevention grants:
 - a. Ensure data collection forms and procedures and database continue to align with reporting obligations;
 - b. Train and assist staff on data collection, data entry, and data management best practices;
 - c. Troubleshoot database changes, questions, and issues in-house;
 - d. Work with our database vendor on updates or issues as needed; and
 - e. Coordinate with funders regarding data collection requirements.
2. Review data in PBRC's Salesforce database to ensure accuracy, accountability, and compliance with existing and new grant data requirements.
3. Use and create Salesforce reports to assist CAP with case management needs (e.g., monitoring open cases; identifying cases handled by volunteers; reviewing cases for potential closure, etc.).
4. Use and create Salesforce reports to prepare case data and programmatic reports to funders, ensuring that documentation is accurate and reporting requirements related to program data are met.
5. Assist PBRC's Deputy Director, CAP Director, and other CAP staff with other reporting duties as requested.

Qualifications:

- Bachelor's degree and 3 years of experience in data management and reporting on grant-funded programs;
- Commitment to developing a deep understanding of PBRC's database, our eviction prevention work, and the data tracking requirements of the grants that fund that work;
- Extensive experience using a Salesforce or similar database platform to manage data and produce internal reports for program monitoring and grant reports to funders;
- Previous database experience that includes editing/creating fields, designing reports that rely on logic-based filters, and modifying layouts preferred;
- Ability to work in fast-paced environment, manage a high volume of programmatic data, and think critically about quality and accuracy of data;
- A willingness to "dig in" and tinker to develop solutions when reporting requirements change, recurrent

data entry errors are identified, or database issues arise;

- Meticulous attention to detail;
- Advanced computer skills, particularly with Microsoft programs (especially Excel and Word), Adobe Acrobat Pro, and FormAssembly;
- Familiarity with basic legal terminology is a plus;
- Strong commitment to helping the community and ensuring equal access to justice.

Amenities

- Competitive salary ranging from \$ 52,000 to \$55,000 depending on experience
- Full-time position with excellent benefits package including paid health insurance, disability insurance, and employer-matched 401k plan; paid sick and vacation leave; and paid holidays
- Hybrid in person/remote work

TO APPLY:

- Interested candidates should send, via email, **1)** a cover letter describing interest and qualifications for the position, **2)** a resume, and **3)** the names and contact information for three professional references to aholder@probonomd.org with the subject line "CAP Data and Reporting Manager- Last Name, First Name"
- Applications will be accepted on a rolling basis; applicants encouraged to apply by September 15, 2023.

PBRC's mission is to engage and support the Maryland legal community in meaningful and impactful volunteer service to ensure equal access to justice for those in need.

PBRC is an equal opportunity employer committed to diversity. We encourage all interested persons to apply including applicants of color, people with disabilities, and others historically underrepresented.