



Data & Quality Assurance Coordinator

The Data & Quality Assurance Coordinator supports the collection, tracking, maintenance, and reporting of data across all of the ICOY's programs and contracts. This is an entry-level role designed for someone with foundational experience in data management or CRM tools who is eager to develop strong technical skills in Salesforce and contribute to a data-driven culture across the organization. The Data & Quality Assurance Coordinator works closely with ICOY's program teams to understand their data needs, ensure that records are accurate and complete, and produce reports and dashboards that support ongoing performance monitoring and grant compliance. This position reports directly to the Director of Process Improvement & Technology.

Goals for Role

- Maintain accurate, complete, and well-organized data across ICOY's Salesforce database in support of all programs and funding contracts.
- Ensure timely and accurate submission of grant reporting deliverables, including monthly training data and quarterly Periodic Performance Reports (PPRs).
- Develop strong working proficiency in Salesforce to independently build and maintain reports and dashboards tailored to the needs of each of ICOY's teams.
- Support a culture of data quality across ICOY by helping staff understand how to accurately capture and input information in organizational systems.
- Serve as a reliable, responsive resource to the Director of Process Improvement & Technology for data-related tasks and special projects.

Essential Duties and Responsibilities

Data Collection & Quality Assurance

- Maintain accurate and up-to-date records in Salesforce across all program areas, including training attendance, participant engagement, membership data, and grant milestone tracking.



- Conduct regular data quality audits to identify and correct missing, duplicate, or inaccurate records, escalating systemic issues to the Director of Process Improvement & Technology as needed.
- Coordinate data collection across ICOY's internal teams and, where applicable, external program sites to ensure completeness and consistency.
- Develop and maintain data entry standards, reference guides, and internal documentation to promote consistent data practices across the organization.
- Build and maintain Salesforce reports, dashboards, and list views tailored to the monitoring and performance tracking needs of each ICOY team, developing above-average platform proficiency over time.
- Assist the Director of Process Improvement & Technology with Salesforce configuration, testing, and automation tasks as needed.

Reporting & Grant Compliance

- Produce and submit required monthly training data reports in accordance with applicable contract deadlines and funder specifications.
- Support the preparation and submission of quarterly Periodic Performance Reports (PPRs) for ICOY's state agency grant contracts, ensuring all data is accurate, complete, and formatted to funder requirements.
- Maintain organized documentation for grant deliverables, including source data, submission records, and any funder correspondence.
- Support data gathering and analysis for program evaluation and continuous improvement at the direction of the Director of Process Improvement & Technology.
- Assist in developing ad hoc reports and data summaries for ICOY leadership and program teams as requested.
- Participate in internal team meetings and applicable external stakeholder meetings to stay informed of programmatic changes that affect data collection or reporting requirements.

Program & Training Systems Support

- Support the maintenance of ICOY's training data infrastructure, including registration systems, participation tracking, and attendance records across all training formats and platforms.



- Assist in building and maintaining a centralized recorded training library and resource hub for ICOY providers, and support the development and administration of a Learning Management System (LMS) as directed.
- Support the Manager of Membership & Communications with membership data tasks, including Salesforce record updates, dues tracking, member roster accuracy, and membership-related reporting.
- Provide general data and systems support to ICOY program teams as directed by the Director of Process Improvement & Technology.

Qualifications

- Bachelor's degree in information systems, public administration, nonprofit management, social sciences, or a related field
- At least 1 year of relevant experience in a data coordination, program coordination, or administrative role; internship or volunteer experience will be considered
- Experience with Salesforce or another CRM or database platform strongly preferred
- Strong attention to detail and commitment to data accuracy
- Proficiency with Microsoft Office, particularly Excel (pivot tables, VLOOKUP, and data formatting experience a plus)
- Experience with data processing and management
- Strong organizational and time management skills, with the ability to manage multiple tasks and deadlines simultaneously
- Clear written and verbal communication skills, with the ability to translate data into accessible summaries for non-technical audiences
- Ability to work independently and take initiative on routine tasks while knowing when to escalate or ask for guidance
- Demonstrated ability and excitement to learn new skills and tools
- Genuine interest in the child and youth services sector and ICOY's mission

Compensation

The range for this position is established by ICOY's Compensation Bands. This role is in Grade 13, with a range of \$50,000 to \$66,125.



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Starting Date

Immediate

Application Instructions

To apply, please submit a resume and cover letter to Denail Timms at dtimms@icoyouth.org.
No phone calls, please.