

## Community-Centered Senior Research Analyst

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Department:	Community Collaboration
Reports To:	Director of Community Collaboration
Status:	Full time, Non-exempt
Pay Range:	\$58000 to \$65000 per year

### Job Summary

The Community-Centered Senior Research Analyst (CCSRA) is a key collaborator in working with community members and organizations to improve food access and distribution programs across Boulder and Broomfield Counties. They will develop community-centered research and data collection practices for Community Food Share to enhance understanding of food security issues and optimize food access and distribution. The CCSRA is responsible for gathering and interpreting a wide range of information in support of mission driven strategic initiatives.

The CCSRA manages monthly and annual reporting from internal databases, plans and executes qualitative and quantitative research efforts, and follows research efforts from a variety of outside organizations to gain a broader view of food insecurity and related challenges.

**This position is required to be fluent in Spanish, able to read, write, speak, and translate effectively.**

### About Us

Community Food Share provides fresh nutritious food to those in need with a special emphasis on children, seniors, and other vulnerable members of our community. Approximately 40 local human service agencies rely on us for nutritious food to pass on to their clients. We continually collaborate with these partner organizations to find new ways to address the underlying causes of hunger.

### Essential Responsibilities

#### Strategic Analysis

- Gather and analyze demographic and socioeconomic data from a wide range of public and private sources including US Census Bureau, Colorado Department of Education, state/county/municipal organizations, Feeding America data, and any other primary or secondary sources for current and future needs/trends assessments.
- Utilize Community Connect and P2 databases to track program participation, food distribution, and food acquisition over time. Analyze information to evaluate progress towards goals, efficiency, historical trends, and growth. Provide data-driven recommendations for improvements to achieve and align with Community Food Share's mission.
- Identify geographic, demographic, or cultural groups that are not adequately served by current public resources, CFS, agency partners, or other organizations. Develop maps and other visualizations that combine information from internal and external sources to identify gaps in service and opportunities to improve food access in Boulder and Broomfield Counties.
- Incorporate community-centered research methods in all aspects of research work. Identify opportunities to engage and collaborate with individuals and groups with lived experience around food insecurity and other basic needs.
- Align research plans with strategic objectives. Aid the organization in measuring not just outputs, but also outcomes.

- Provide information to help tell Community Food Share’s story to a variety of stakeholders, including funders, community partners, volunteers, and the public.

### **Tactical Execution**

- Leverage the array of tools and resources Feeding America provides (such as the Network Measurement, Evaluation and Learning Approach, Learning Hub, multi-lingual survey tools, and data-sharing opportunities) to guide research tasks and goals.
- Manage data and analytics that provide insights in improving services for those accessing food programs in Boulder and Broomfield Counties.
- Join Participant Engagement Manager in hosting listening sessions and documenting data, trends, and themes that emerge.
- Engage community members to plan focus groups, surveys, interviews, etc. to implement community-centered research strategies. Create feedback loops and gather community input on data collection and interpretation from community members with lived expertise of food insecurity. Collaborate with Participant Engagement Manager and Director of Community Collaboration on these efforts.
- Identify opportunities for collaborative research with community members with lived expertise of food insecurity, Partner Agencies, community partners and the Food Security Network. Develop and maintain important relationships with community organizations and Partner Agencies for information sharing, and data gathering.
- Help the organization develop learning questions and identify and build on existing knowledge.
- Utilize data-visualization and mapping tools for monthly, annual, and grant reporting, and as needed for other projects.
- Responsible for recruiting and supervising interns and university students to assist with research projects. Works with Participant Engagement Manager to ensure community liaisons collect relevant and meaningful data.

### **Data and Information**

- Serves as the central point of contact for information requests ensuring data is accurate, appropriate to the request, and timely.
- Responsible for measuring and reporting on food distribution and service outcomes to meet monthly, yearend, and grant reporting requirements.
- Coordinates with relevant Community Food Share staff and Boulder County Staff on Boulder County Connect/Community Connect data collection software. Primary contact between Community Food Share and Boulder County data-management team.
- Responsible for monitoring the participant database and P2 database for systemic errors. Work with appropriate entities to resolve technical issues.

### **Culture**

- Promotes collaboration and communication among all Community Food Share staff, community members and community partners to ensure successful program implementation and ongoing program support. Interacts with all internal and external entities in a manner that promotes maximum competence, effective service delivery and a positive work environment.
- Considers the benefits and consequences to the team and the organization when taking action, openly shares ideas and information with others, effectively completes work activities with and through others, helps others achieve goals and complete work to meet the needs of the team and the organization. Constructively evaluates actions not people, when necessary, and effectively negotiates win-win outcomes.
- Fosters a success-oriented, accountable environment within the organization.
- Ensures that team members’ work is accurate and timely, that the team operates with a culture of accountability maintaining customer service to donors, participants, volunteers, and other stakeholders — external and internal — as a priority.

## Travel

- Travel locally in service area may be required, as well as occasional overnight travel for events and conferences.

*The above is a fair representation of the duties and responsibilities for this position but is not meant to be all inclusive. Other duties may from time to time be assigned at the discretion of the Director of Community Collaboration.*

## Qualifications & Skills

Alignment with Community Food Share's mission and a compassionate appreciation for hunger issues are essential to the successful performance of all responsibilities. The requirements listed below are representative of the knowledge, skills, and/or abilities required to successfully perform the essential functions of this job:

### Education and Experience

- Bachelor's degree (B.A./B.S.) from four-year college or university; and/or five years of related experience.
- Spanish fluency required.
- Experience in research and strategic planning.
- Experience with community-centered research methodologies strongly preferred. Experience with grassroots community organizing preferred.
- Experience/skill with using and leveraging relational databases.
- Knowledge of the target community resources and needs preferred.
- Must be able to secure a Colorado Driver's License and maintain a safe driving record.

### Skills and Abilities

- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy.
- Strategic thinker.
- Ability to collaborate with diverse groups to successfully gather quantitative and qualitative information. Experience with focus groups, 1x1 interviews, and/or listening sessions a plus.
- Project management.
- Cogent public speaking skill.
- Ability to use data-visualization and mapping tools. Tableau experience strongly preferred.
- Managing multiple priorities under aggressive deadlines.
- Exceptional writing, interpersonal and organizational skills.

### Knowledge

- Successfully completes (within 90 days of hire) and maintains ServSafe Food Handler Certification.
- Successfully completes ECCA Primarius University and required onsite training in first 60 days from start date or promotion date.
- Proficiency in collaborative budget development for operational projects.
- MS Office Suite including advanced skill with Excel, PowerPoint and Word.
- Understanding of database and content management software needs and solutions.
- Strategic planning.
- Knowledge and experience with community engaged/community based/community centered/participatory action research/or other similar research methodologies

### Behaviors

- Commitment to the organization's mission and vision.
- Enthusiastic, highly-motivated, and emotionally intelligent leader.

- Uses good judgment and discretion.
- Possesses strong ethical character.
- Works cooperatively and effectively with other Community Food Share staff and volunteers in a collaborative environment.
- Manages multiple priorities under aggressive deadlines; manages time efficiently.
- Maintains safety as a priority at all times.
- Provides excellent customer service to internal and external stakeholders.
- Gives and receives feedback in a respectful and productive way.
- Represents Community Food Share in a professional manner at all times under a variety of conditions.
- Maintains confidentiality.
- Works independently with minimal supervision.

## Interpersonal Skills

Alternative or combined skills in understanding, counseling, and/or motivating people are important in achieving organizational objectives, causing action, understanding others, or changing behavior. Skills of persuasiveness, assertiveness, sensitivity to the point of view of others, as well as generational, gender and cultural competency and awareness are requisite to success in this position.

## Physical Demands

This position is primarily an office/administrative position. While performing the duties of this job, the employee is regularly required to sit and/or stand for long periods. Employee is frequently required to reach with hands and arms. Employee may be required to bend, kneel, crouch, crawl, push, pull, stoop, climb ladders, balance, walk for extended periods of time; use hands to finger, grasp, handle, or feel; reach with hands and arms above the shoulder; be able to talk; and hear with or without aid. The employee may occasionally lift, leverage, and/or move up to 25 pounds repetitively. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, color vision, distance vision and ability to adjust focus.

The physical demands described here are representative of those to be met by an employee to successfully perform the essential functions of this job.

## Health Related Event Protocol

The Health-Related Event Protocol is in effect anytime required by federal, state or local health orders, or as required by the organization for public safety.

**Special Workplace Precautions:** In accordance with CDC and Boulder County Public Health Department recommended health and wellness precautions, Community Food Share may implement the following:

1. Masks which properly cover the nose, mouth and chin are required while inside the facility at all times except while in private offices. Cubicles are not considered private offices.
2. 6-foot social distancing is required in all public and private areas of the facility.
3. Gatherings/meetings are limited to a size which allows for distancing within the space designated for this meeting.

**Remote Work Eligibility:** This position is classified as eligible for a hybrid remote work schedule. Hybrid is defined as being at the discretion of the supervisor and dependent upon the needs of the organization and the job responsibilities, as well as any public health orders which may be in effect at the time. Hybrid workers may be required to flex their schedules to work several days in the facility and must be able to be in the facility within 48 hours of being notified to appear. Hybrid workers are assigned private offices or cubicles onsite as they may be required to work frequently in the facility. Community Food Share will provide IT equipment for work performed in the facility; a laptop may or may not be available for remote work. Hybrid workers will be required to have access to a stable internet connection. (TEAM ORANGE HYBRID)

**Vaccination:** Community Food Share does not require proof of vaccination status. However, this position works directly with the public in the performance of core duties. Employees serving in public facing positions who may choose not to vaccinate may be required to wear a mask and practice social distancing at certain mobile, donor, or agency facilities. Vaccinated individuals may be required to provide proof of vaccination to the donor business, agency, or facility. While this is not a requirement of Community Food Share, it may be a requirement of the donor business, agency, or facility and all employees and volunteers must comply. Those not wishing to comply, are required to speak directly with their supervisor or HR for assistance in this matter.

## Work Environment

Community Food Share operates in a working warehouse environment. While performing the duties of this job, the employee may be exposed to wet and/or humid conditions and moving equipment. The employee may be exposed to high, precarious places; outside weather conditions; and extreme cold in the walk-ins. The noise level in the work environment is usually moderate but may be loud with machinery and equipment in operation.

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable qualified individuals to perform the essential functions of this position.

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The pay range for this position starts between \$58000 and \$65000 per year.

Community Food Share offers a rich suite of benefits for its full-time employees, including,

- 20 paid vacation days per year
- 9 paid Holidays
- 8 paid sick days per year with annual rollover
- 1 personal day per year
- 95% company paid health insurance
- 100% company paid dental insurance
- 100% company paid life and short-term disability insurance
- Voluntary vision insurance
- Matched SIMPLE IRA vested at 100% from day 1

Did we mention we have a **great** culture?

To apply for this position, please submit a current resume and cover letter detailing your qualifications and interest in this position to [careers@communityfoodshare.org](mailto:careers@communityfoodshare.org).