

# THE RESURRECTION PROJECT

## Job Description



<b>Position Title</b>	Knowledge Manager
<b>Supervisory Relationship</b>	Director of Information Technology
<b>Work Location</b>	1801 South Ashland, Chicago, IL 60608
<b>Organization General Description</b>	After 27 years and an initial seed capital of \$30,000 from area parishes, The Resurrection Project (TRP) has grown to become a powerful and effective social enterprise that seamlessly blends community development, community organizing, and advocacy with human service delivery to create vibrant, healthier, and involved communities. Our efforts have resulted in leveraging over \$469 million in community investment.
<b>General Job Description</b>	<p>The Knowledge Manager is responsible for managing the organization's data collection and use, with an emphasis on practical implementation of the outcomes, evaluation, and monitoring processes, use of reports, and knowledge-sharing infrastructure and practices. The position reports to the IT Director and works closely with the Salesforce Database Administrator, Information Technology Coordinator, and top-level staff to manage the collection and convey the visual representation of the resulting qualified data, information, and knowledge. The Knowledge Manager's goal is to facilitate, communicate and apply the collective know-how of all members of the organization to advance and replicate the mission through the practical and strategic use of the TRP Integrated Data System. Through research and the development of trainings and informational materials, the Knowledge Manager empowers staff to use relevant knowledge to innovate, manage change and growth, improve program performance and outcome, and extend the TRP influence to external audiences. To this end, this position manages the standard practices of collection, storage, analysis, reporting, and use of high-integrity information from the integrated data system for program management, strategic leadership, planning, marketing, and customer service throughout the organization.</p>
<b>Job Duties and Responsibilities</b>	<ul style="list-style-type: none"><li>• Manage and improve TRP's integrated data system integrity, relevance, and effectiveness for internal users and external audiences.</li><li>• Manage, support, and continuously improve staff engagement with data collection, entry, analysis, and use methodology, as well as policies and procedures.</li><li>• To take the lead in implementing the organization's Knowledge Management Strategy.</li><li>• Quality control and review of the following standard reports at all levels of TRP (by pillar, department, program, and initiative): monthly and quarterly Management Key Performance Indicator Dashboards and Scorecard Reports; quarterly and annual board reports; other standard reports as needed.</li><li>• Facilitate staff training, coaching, and technical assistance with an emphasis on reinforcing use of the reports in combination with other ways of knowing.</li><li>• To ensure that the organization's information needs are met in a timely, effective and efficient manner.</li><li>• Maintain monitoring and evaluation policies and procedures section of the Salesforce Operations Manual for staff use.</li><li>• Manage and update system descriptions as needed: Monitoring and Evaluation Plan, Reporting Requirements and Definitions, etc.</li><li>• Provide information and analysis for the purposes of customer service, program development, policy advocacy, and strategic leadership.</li><li>• Remain current on industry best and promising practices in monitoring, evaluation, and impact assessment methods and ideas.</li><li>• Collaborate to produce materials that communicate our approach to knowledge management, including monitoring and evaluation systems.</li></ul>

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- Design and conduct other research (e.g. case studies) and produce reports of findings that will be shared with internal and external stakeholders.
- Perform and document procedures for data preparation, including data cleaning, standardization, analysis, and presentation.
- Maintain and improve program outcomes, monitoring processes and reporting.
- Maintain, contribute to, and disseminate knowledge exchange of industry-wide best and promising practices, benchmarks, and trends.
- Actively support cross-departmental projects and engage TRP employees at all levels to foster an in-depth understanding of the work of different departments.
- Assist in the implementation of the departmental work plan, and achieve annual departmental goals.
- Create a culture of accountability across all TRP pillars.
- Manage assigned interns.
- Maintains required job skills and core professional competencies.
- Perform other duties as assigned.

### Essential Knowledge and Skills

- Bachelors Degree required. Masters Degree preferred.
- Minimum of three years of experience in all aspects of data analysis and project management.
- Computer applications for data collection.
- Data collection, validation, visualization, and utilization.
- Strong computing skills with mastery of Microsoft Office Professional and Salesforce CRM.
- Teaching, presenting, and conveying information to others so they understand Knowledge Management.
- Principles and practices of data management.
- Adhere to highest ethical standards.
- Spanish-speaking candidate a plus.

### Position Classification

Full-Time, Exempt

### Preparation Date

8/17/17

### Statement of Equal Opportunity

The Resurrection Project is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex (including pregnancy), national origin, ancestry, age, marital status, sexual orientation (including gender identity), military status, disability, language (any language use not related to job duties), or any other status protected by applicable federal, state, or local law.

### Application Instructions Contact Information

Please send resume and cover letter by email or mail. No phone calls please.

Email: [trpjobs@resurrectionproject.org](mailto:trpjobs@resurrectionproject.org)

Mail: Human Resources, 1818 South Paulina, Chicago, IL 60608