The Virginia Hospital & Healthcare Association (VHHA) is seeking candidates for Data Services Manager at our headquarters in Glen Allen, Virginia. The Data Services Manager plays a pivotal role in ensuring VHHA's data analytics systems meet the needs of its members while maintaining strong relationships with stakeholders. This position requires expertise in business intelligence, Customer Relationship Management (CRM) systems, and marketing, alongside exceptional administrative, analytical, and interpersonal skills.

The Data Services Manager supports VHHA's health informatics initiatives in advocacy, patient quality and safety, and population health. This role demands proficiency in executing projects using industry best practices and effective communication. The ideal candidate thrives both independently and collaboratively, working seamlessly across VHHA departments.

Essential functions include:

- Serve as the primary administrator for VHHA's Fonteva CRM (built on Salesforce).
- Collaborate with other members of the data team to deliver insightful and high-quality data analytics solutions.
- Conduct demos, training sessions, and provide exceptional customer support to VHHA members.
- Design and maintain dashboards using Tableau Desktop.
- Track projects to ensure timely and successful completion.
- Prepare datasets and reports.
- Perform regular data refreshes to keep key systems up to date.
- Act as a key liaison for VHHA Analytics members, delivering top-tier service and support.

Ideal candidates will have knowledge of customer service and training best practices, data preparation and management, data visualization techniques, and customer relationship management (CRM) systems. Must be proficient in Excel, Tableau or similar visualization tools, and Salesforce CRM. Strong written and verbal communication skills are required, as well as member-focused customer service. Must be able to collaborate with cross-functional teams, establish priorities, meet deadlines, and achieve objectives with minimal supervision. Must be able to present information professionally and concisely, supported by data-driven insights.

This is a full-time position which requires occasional travel within the Richmond metro area and Commonwealth of Virginia, and infrequent travel within the United States. A bachelor's degree and a minimum of 3 years' experience in Customer Relationship Management software, as well as a strong working knowledge of Excel is required. 5 or more years' experience in Salesforce CRM preferred, as well as experience with Tableau or Microsoft PowerBI. Master's degree in Business or Healthcare Administration, healthcare experience, and database management experience highly desirable.

Compensation will be commensurate with work experience. VHHA offers a competitive benefits package and incentive plan opportunity.

Interested candidates should send a cover letter and resume to recruiting@vhha.com.

VHHA is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, sex, national origin, age, disability, marital status,

military service or veteran status, sexual orientation, gender identity, genetic information, pregnancy, childbirth, or related medical conditions, including lactation, political affiliation, or other basis prohibited by federal or state law relating to discrimination in employment.

It is the policy of VHHA to provide a drug-free workplace in keeping with the spirit and intent of the Drug Free Workplace Act of 1988. VHHA prohibits the manufacture, sale, distribution, dispensation, possession, or use of alcohol, controlled substances, or marijuana on VHHA premises or while conducting VHHA business on or off VHHA premises.