



Business Analyst (Entry Level)—Madison, WI

The National Council on Crime and Delinquency (NCCD) works to improve social systems that serve society's most vulnerable individuals and families. Our research and training help these systems achieve better outcomes for maltreated and neglected children, juvenile justice-involved youth, incarcerated individuals, and older adults.

The entry-level business analyst works with one or more clients of SafeMeasures®, NCCD's state-of-the-art data reporting service for social service agencies. Based on client needs, the business analyst develops requirements for SafeMeasures reports and collaborates to implement those reports. The position develops report content and other text, reviews reports for accuracy and utility, and acts as the main point of contact for all client interaction. Occasional travel is required.



Qualifications

Requirements include a bachelor's degree in a social science or related field of study or two to three years' customer service/relations experience; strong interpersonal skills; effective oral and written communication skills; and the ability to critically think about and triage issues and determine the best course of action. Experience in child protective services, juvenile justice, or comparable social service area a plus.



Technical Skills

- Familiarity with HTML/XML/CSS and/or SQL preferred.
- Project management experience helpful.
- Familiarity with web reporting/analysis helpful.



More About SafeMeasures®

With its data-driven, proactive approach to social work, SafeMeasures helps human service agencies improve client outcomes by transforming case management data into actionable information. Our client agencies use data from SafeMeasures to monitor staff performance and set priorities for upcoming work. For more information about SafeMeasures visit www.safemeasures.org.



More About NCCD

We are a century-old nonprofit organization of 100-plus motivated and mission-driven employees with offices in Madison, WI, and Oakland, CA.

At NCCD, we value and look to support diversity and inclusion, both in our external work and among staff. While we take pride in the serious impact of our work, our casual workplaces inspire teamwork and offer balance to the workday. Through monthly staff lunches and other regular events for learning and socializing, NCCD offers opportunities for staff to have fun and build camaraderie. For a peek inside NCCD, visit our [photo gallery](#).



Salary/Benefits

The salary for this entry-level position is in the upper \$30Ks, depending on experience. NCCD's comprehensive benefits package includes no-premium cost share for employee medical coverage, generous vacation and paid holidays, and a relaxed environment with support for work schedule flexibility where possible. Other benefits include dental, vision, life, and long-term disability insurance; retirement plans; sick leave; and more. Learn what the City of Madison offers residents by watching this [short video](#).



EEO Statement

NCCD provides equal employment opportunities to all qualified applicants regardless of age, religion, sex, physical disability, medical condition, marital status, color, sexual orientation, race, national ancestry, or any other protected category.



Join Us

If using your customer service/relations skills to effect change in the realm of social services piques your interest, apply [here](#) referencing "Business Analyst" in the Position Desired field. Please note that an employment application is required for consideration.

Visit our website at www.nccdglobal.org for more information.