



Data Scientist

DEPARTMENT: Program Operations

POSITION LOCATIONS: Atlanta, GA.

ACCOUNTABILITY: President of Program Operations

For 25 years Operation HOPE has been dedicated to empowering underserved communities through financial literacy, now our work encompasses more than financial education. Our work is about instilling knowledge and confidence in those we serve so they can experience, sometimes for the first time in their lives, financial dignity.

JOB SUMMARY

Operation HOPE is currently in need of a Data Scientist to join our fast-growing team. The ideal candidate will use his/her analytical, statistical and programming skills to collect, analyze and interpret Operation HOPE's data sets to help drive improved product performance, increase customer satisfaction and reduce cost of operation. The data scientist will be intricately involved in analyzing programmatic data to inform operational practices, conducting analytical experiments in a methodical manner, and will regularly evaluate alternate models via theoretical approaches.

The Data Scientist is responsible to help understand operational needs, working with the field supervisors, head of quality and other department leaders as required. Using that knowledge, this position will drive a data-driven solution to solving broad and complex inefficiencies. Additionally, the Data Scientist may be called on to help cross-functional efforts to model large data sets and will work with other technical departments to enhance process control both internally and externally. This is the perfect opportunity for the successful candidate to become a part of an innovative non-profit team that develops analysis tools that will change the world and uplift underserved communities.

DUTIES AND RESPONSIBILITIES

- Work with stakeholders in Quality Assurance and throughout the organization to identify opportunities for leveraging company data to drive services and process improvement solutions
- Provide meaningful data analyses and reports to field operations leadership to assist in service evaluation
- Mine and analyze data from company databases to drive optimization and improvement of product and process performance
- Assess the effectiveness and accuracy of new data sources and data gathering techniques
- Use predictive modeling to increase and optimize client experiences
- Coordinate with different teams to implement models and monitor outcomes
- Develop processes and tools to monitor and analyze model performance and data accuracy
- Initiate and participate in projects in the area of prediction, optimization, and processes using advanced statistical / mathematical approaches
- Implement most recent algorithms and approaches for machine learning in collaboration with our researchers
- Design best architecture and select the most appropriate modeling techniques and data visualization for big data analysis
- Iteratively test, refine and improve the models
- Conduct research and make recommendations on data mining products, protocols, services, and standards in support of procurement and development efforts.
- Learn quickly new mathematical or technical methods

REQUIRED SKILLS AND EDUCATION

- Ph.D. or MS in Computer Science, Engineering, Statistics, Applied Math or related quantitative topics
- Able to understand various data structures and common methods in data transformation
- Experience in statistical modeling, machine learning, or data mining practice
- Experience in SQL, relational databases, database concepts, dimensional modeling and database design
- Proficient in one or more programming languages such as Java, C++, Python, JavaScript
- Strong analytical and quantitative problem solving ability
- Excellent communication, relationship skills and a strong team player

- Experience with BI softwares
- Proficient in STATA

EEO STATEMENT

Operation HOPE is an Equal Opportunity Employer, all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information or any other characteristic protected by law.

HOW TO APPLY

Please visit our website at: www.OperationHOPE.org and click on Careers.