Job Title	Data Coordinator, CQT
Reports To	Data Quality Manager, CQT

Job Purpose

The CQT Data Coordinator plays a key role in transforming consumer feedback data into clear, actionable reports that highlight program quality and system trends across Maryland. This position is responsible for compiling individual site visit reports, preparing quarterly feedback summaries, and supporting the accuracy, consistency, and distribution of CQT data products.

The ideal candidate is analytical, detail-oriented, and highly organized with strong Excel skills, excellent time management, and the ability to draw insights from both qualitative and quantitative information.

Duties and Responsibilities

Key Responsibilities:

Data Management & Reporting:

- Pull and organize individual site visit data from CQT systems to prepare written feedback reports.
- Edit and refine program feedback narratives to ensure clarity consistency, grammar, and alignment with CQT's writing standards.
- Compile and format data for quarterly and annual summary reports that reflect emerging trends across multiple programs.
- Generate and maintain tracking logs to monitor report completion, accuracy, and distribution.
- Program Enrollment
- Create and PDF approximately 1,000 feedback reports annually and distribute them to appropriate stakeholders.
- Collaborate with the Data Quality Manager and Editor to ensure consistent formatting, tone, and accuracy of all deliverables.
- Conduct Data Health Reviews

Analysis & Insight:

- Review qualitative and quantitative feedback to identify patterns, strengths, and opportunities for improvement across programs.
- Summarize findings in clear, data-informed narratives that communicate impact and themes.
- Assist in preparing materials and data visualizations for leadership and partner feedback meetings.

Collaboration & Workflow:

- Work closely with the Editor to ensure reports reflect CQT's voice and quality standards.
- Coordinate with interviewers, data entry staff, and the Data Quality Manager to ensure timely and accurate completion of feedback cycles.
- Maintain confidentiality and data integrity at all times.
- Manages special projects as requested.
- Performs additional duties as assigned by the supervisor, demonstrating flexibility and a proactive approach to contribute to CQT's success.

Enrollment Tracking & Verification:

- Tracking Enrollment submissions, verify program information for accuracy, and maintain updated enrollment records.

Qualifications

Required Skills and Experience:

- Lived experience utilizing behavioral health programs in Maryland as a consumer or family member.
- Advanced proficiency in Microsoft Excel (pivot tables, formulas, data cleaning, and organization).

- Experienced in virtual presentations, event management software, and competent in serving as an administrator on various platforms.
- Strong analytical and critical thinking skills - able to interpret data and identify underlying trends or stories.
- Excellent written communication and attention to detail.
- Strong time management; able to work independently and meet consistent deadlines.
- Experience handling both qualitative and quantitative data.
- Comfortable working with PDF creation and email distribution systems.

Preferred:

- Experience with report formatting, data visualization, or layout design.
- Background in human services, quality assurance, program evaluation, or related field.

Key Attributes:

- Insightful and curious - asks thoughtful questions about what data means, not just what it shows.
- Organized and consistent - manages large data volumes with accuracy.
- Dependable and self-directed - completes work on time with minimal supervision.
- Team-oriented - collaborates effectively while maintaining accountability for independent tasks.

Position Classification

Full time (40 hours/week), hybrid, non-exempt and benefits. Benefits include vacation, sick, personal, and holidays, life insurance, short-term and long-term disability, 403(b) retirement plan, medical, dental and vision insurance, and health savings account.

Compensation Information

$53,000 Annually ($25.48/hour)

General Conditions

- Ability to accommodate flexible scheduling.
- Capability to sit or stand for extended periods as necessary to carry out job responsibilities effectively. Proficiency in lifting objects weighing up to 25 pounds when required to fulfill job duties.
- Have available/access reliable transportation to ensure punctuality and accessibility to various work locations. Along with a valid driver's license and active automobile insurance coverage.
- Availability of designated home office space equipped for conducting confidential business, with secure access to high-speed internet for remote work.
- Must submit to a background check.

Travel Requirement

A willingness to reliably travel throughout the State of Maryland and attend out-of-state conferences as necessary.

How to Apply

Send a cover letter noting your interest and resume to jobs@mhamd.org.

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