



Data Support Specialist

Job Description

Position Summary

The Data Support Specialist at World Outreach Church (WOC) will be responsible for providing critical support to maintain operational, analytical, and technical integrity of donor-related systems and workflows specifically for the media ministry. The ideal candidate demonstrates logical thinking, keen attention to detail, analytical skills, and the ability to connect processes to broader ministry goals. This position reports to the Data Administrative Analyst.

Who We Are

We strive for excellence in every area of ministry.

World Outreach Church is an interdenominational congregation of over 15,000 congregants in Murfreesboro, Tennessee. It began over 40 years ago with less than 30 people and has been under the leadership of Pastor Allen Jackson since 1989. Through our in-person services, gatherings, and events, as well as the use of online streaming, television, radio, podcasts, and other resources; our mission is to help people become more fully devoted followers of Jesus Christ. Learn more at wochurch.org and allenjackson.com.

Job Duties & Responsibilities

- Collect, validate, and organize statistical and customer data for accurate reporting and analysis.
- Maintain and update databases to ensure data integrity and accuracy.
- Develop and implement policies and procedures for data collection, quality, analysis, and governance.
- Assist in the development and distribution of dashboards and reports using Excel, SQL, and data visualization tools to monitor performance metrics, track ministry outcomes, and provide analytics to support decision-making across teams.

- Provide user training, documentation, and troubleshooting for donor-related systems and data entry processes.
- Partner with lead analysts and cross-functional teams to identify, test, and implement process improvements and automation.
- Collaborate with the data team members and provide cross-coverage operational support during peak periods or staff absences.
- Attend team meetings and planning sessions; contribute to improving workflows where relevant.
- Participate in World Outreach Church congregational life and support ministry events as needed.
- These duties are not exclusive and with consideration of your job requirements and other skills, the job description can be added to or taken away from at the discretion of your immediate supervisor.
- In addition to the responsibilities listed above, continual growth and spiritual development is required and will look different over time and for each person.

Job Skills & Requirements

- Bachelor's degree in Mathematics, Economics, Computer Science, Information Management, or a related field (or equivalent experience)
- Familiarity with CRM systems, e-commerce platforms, and data quality tools
- Proficient in Microsoft Word, Excel, and data visualization tools (e.g., Tableau, Power BI)
- Experience with SQL and HTML is a plus
- Knowledge of data warehousing, ETL processes, and business intelligence practices is preferred
- Strong analytical and problem-solving skills, with keen attention to detail and accuracy.
- Ability to manage multiple projects independently and meet tight deadlines
- Willingness to learn new tools and techniques with a growth mindset
- Excellent organizational, documentation, and communication skills
- Able to maintain confidentiality and uphold professional standards
- Must be able to sit for extended periods of time
- Willingness to work occasional weekends and attend church events
- Regular and punctual in-office attendance is required.

Terms

Regular, Full-Time

Monday-Friday, 8:00 am – 5:00 pm (Occasional weekend assignments)