

THE HOPE CENTER AT PULLEN
Job Description

Job Title:	<i>Data and Office Administrator</i>
Department:	<i>Administration</i>
Reports to:	<i>Executive Director</i>
FLSA Status:	<i>Exempt</i>
Hours per Week:	<i>40 hours per week, Monday-Friday</i>
Last update:	<i>2.24.2026</i>

ORGANIZATION OVERVIEW:

The Hope Center at Pullen (HCP) is an award winning 501(c)(3) non-profit organization founded in 2008. Our mission is to empower emerging adults transitioning out of foster care in Wake County with the support and connections needed for a safe and stable adulthood. In partnership with Wake County's foster care system, HCP's Teen Programs engage youth ages 13-18 to develop independent living skills. HCP's Transition Program serves youth ages 18-27 with a history in foster care to develop individualized strategies to help them achieve and maintain independence. HCP follows an outcome based housing model and utilizes trauma informed care to ensure our clients attain and maintain housing, further their education, and achieve their career goals. For more information, visit <http://www.hopecenteratpullen.org/>.

POSITION SUMMARY:

Reporting to the Executive Director and working closely with all staff, the Data and Office Administrator is responsible for ensuring data accuracy, producing program reports, and analyzing outcomes. This role supports outcomes reporting, compliance, and continuous improvement by maintaining high-quality data in Apricot 360 and two grant mandated external databases.

The Data and Office Administrator will serve as the primary administrator for the Apricot database, support monthly and ad-hoc reporting, and help ensure that client data is clean, complete, and reliable. This role will also run established Python-based reporting workflows and collaborate closely with program staff to improve data practices across the organization. The Data and Office Administrator will play a key role in ensuring organizational effectiveness and efficiency through streamlining administrative procedures, managing expenditures, inventory control, and providing IT support.

This position is ideal for someone who enjoys working at the intersection of data, systems, and mission-driven work.

KEY RESPONSIBILITIES:

Database Management	30%
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- Internal Database: Apricot 360
 - Serve as the primary administrator for the Apricot database, managing forms, fields, workflows, permissions, and user access
 - Support program staff with Apricot usage, troubleshooting, and data entry questions

- Implement updates or improvements to Apricot configurations in collaboration with leadership
- External Databases: HMIS and CAWD
 - Proactively monitor and analyze data to ensure compliance with funder expectations
 - Ensure alignment between external and internal data where applicable.
- Data Quality and Integrity
 - Monitor, audit, and improve the accuracy, completeness, and consistency of client and program data in internal and external databases
 - Identify data quality issues (e.g., missing fields, duplicates, inconsistent entries) and implement corrective actions
 - Develop and maintain data validation rules and quality checks
 - Document data standards, definitions, and best practices
 - Work closely with program staff to improve data collection practices
- Reporting and Outcomes Support
 - Design new reports in Apricot 360 to support outcome tracking, performance monitoring, and continuous improvement
 - Support internal performance monitoring through outcomes tracking and data analysis
 - Run monthly and recurring reports using established Python scripts and/or Apricot reporting tools
 - Generate quarterly, annual, and as needed reports to comply with funding requirements
 - Assist with ad-hoc data requests from leadership

Compliance Monitoring and Documentation Standards	30%
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- Monthly review of documentation in client files maintained by Transition Specialist
 - Stay up to date on internal and external paperwork requirements
 - Identify gaps and inconsistencies and support Transition Specialists in updating files
 - Ensure files match case notes in internal and external databases
 - Organize systems and processes to streamline documentation systems
- Conduct background checks and E-Verify authorization for volunteers, clients, and staff initially and at 3-year recertification

Office Management	40%
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- Government Invoicing
 - Produce monthly and quarterly invoices for government contracts in collaboration with program staff
 - Monitor grant spending, ensure proper categorization of expenses, and track available funds
- Manage Expenditures
 - Support clients and staff in utilizing Bill.com and ensure all credit card expenditures have proper documentation
 - Coordinate with Financial Manager to reconcile expense reports
 - Assist with the expense documentation for the annual audit
 - Purchase and organize equipment and office supplies and pay vendors
- IT Management
 - Utilizing vendor services, handle IT setup and troubleshooting, including computers, phones, copier, and software.

POSITION QUALIFICATIONS AND REQUIREMENTS:

- Associate's or Bachelor's degree in information systems, or a related field
- Experience working with databases, data entry systems, or case management systems

- Experience cleaning, validating, or auditing data
- Strong attention to detail and commitment to data accuracy
- Able to balance consistency with continuous improvement
- Previous experience using Apricot, HMIS, or similar nonprofit case management systems
- Basic experience with Python, including running scripts and working with existing code
- Highly skilled working with spreadsheets (Excel)
- Strong organizational and documentation skills
- Ability to communicate clearly with both technical and non-technical staff
- Patient and collaborative when supporting staff with data systems
- Comfortable working independently on recurring tasks
- Background in nonprofit, human services, housing, or social services environments
- This position comes in contact with sensitive and confidential information. The right person for this role must be one who can be trusted not to disclose such information to unauthorized persons.

Physical Demands/Working Conditions:

- Flexible work schedule. Occasional evening and weekend hours
- Occasionally work can be done from home. Being physically present for meetings is required
- Health Care: HCP pays 100% of employee premiums and 50% of eligible dependent premiums for silver level health care plan
- Dental and Vision Benefits: HCP pays 80% of employee premiums and 50% of dependent premiums
- Retirement Plan: After one-year employees begin accruing an additional 2% of salary in an IRA account that employees can choose to contribute to pre-tax
- Over 5 weeks of PTO/Holiday Time the first year, with increases in PTO each year

Applications will be reviewed as they are received, on a rolling basis. Early submission is encouraged. Posting is open until the position is filled.

To apply, send a cover letter that outlines your alignment with the position, resume, and contact information for 3 references to jobs@hopecenteratpullen.org.

No phone calls please.