



RESOURCE DATA CURATOR (12-month contract with possible extension)

Two contract positions open.

About Smart Columbus

Smart Columbus, an entity of the Columbus Partnership, is an agile, collaborative innovation lab that serves the Columbus Region by anticipating and advancing what is new and next at the intersection of technology and community good. We seek to increase access to opportunity and an improved quality of life by promoting thought leadership on the future of cities, fostering an ecosystem of regional partners, and deploying human-centered technology in mobility, sustainability, digitalization, and urban technologies.

About the Community Information Exchange Initiative

The Community Information Exchange (CIE) is a county-wide initiative that makes it possible for individuals to access health and human services when they need it the most. One of its core components is the CIE Trusted Directory, a high-quality, continuously updated database of community resources that powers tools for residents and caseworkers alike. Learn more at ciecolumbus.com.

The role

The Resource Data Curator is responsible for ensuring the quality, accuracy, and integrity of the CIE Trusted Directory. This includes gathering, validating, and updating information on community resources; applying data standards and taxonomies; and partnering with community-based organizations (CBOs) and service providers to keep eligibility criteria and service information current and compliant.

This role is ideal for candidates who are detail-oriented, passionate about improving how residents access services, and comfortable working at the intersection of data quality, human services, and technology.

Reports to

Data and Integrations Lead, Smart Columbus

Objectives & key responsibilities

Overall objective: Maintain a high-quality, standards-aligned Trusted Directory that provides accurate, current, and actionable information to residents, caseworkers, and community partners.

Activity 1. Resource Data Curation & Maintenance (45% effort)

- Gather, update, and enter data for new and existing community resources.

- Ensure all records are reviewed and updated at least once annually, including conducting follow-up as needed.
- Apply inclusion/exclusion criteria and classification/taxonomy standards consistently (e.g., Inform USA).
- Use clear, concise writing to describe services, eligibility requirements, intake procedures, and other key details.
- Continually review, evaluate, and update database records to reflect statewide changes (e.g., Ohio 211 updates).

Activity 2. Quality Assurance, Standards & Reporting (30% effort)

- Ensure compliance with Inform USA standards, Inform USA Accreditation requirements, and other relevant data standards.
- Develop, plan, and implement quality assurance activities, including creating analytical tools to track benchmarks and performance.
- Analyze program and directory data; generate regular metrics and quality assurance reports (daily, weekly, monthly, quarterly, annual).
- Identify root causes of data or process issues and recommend improvements.
- Maintain and update a user/style manual for CIE Trusted Directory content (style, taxonomy, and data entry requirements).

Activity 3. Community & Partner Engagement (15% effort)

- Serve as a liaison to community partners and service providers to validate and refine resource information.
- Assist in ensuring that terms of database-related grants, contracts, and agreements are implemented and documented.
- Generate relevant reports and resource lists for internal stakeholders and external partners.
- Collaborate with CIE and vendor teams to align directory practices with platform configuration and capabilities.

Activity 4. Coordination & Other Duties (10% effort)

- Coordinate with the Data & Integrations Lead and broader CIE team to align on priorities, workflows, and timelines.
- Participate in internal meetings and check-ins.
- Perform other related duties as assigned that support the successful operation of the CIE Trusted Directory and CIE Technology Platform.

What We're Looking For

Education & Experience

- Bachelor's degree or equivalent combination of education and experience in human services, information and referral management, social service administration, library science, communications, or a related field (preferred).

- At least two years of related experience in database maintenance, social or human services, library science, communications, or similar roles.
- Experience in indexing, classification, and/or database management.

Technical & Domain Knowledge

- Certified or ability to obtain certification within one year in Inform USA Community Resource Specialist – Database Curator (CRS-DC). Required.
- Certified or ability to obtain certification within one year in Inform USA Community Resource Specialist (CRS). Preferred.
- Demonstrated experience in data curation or platform management using Visionlink's CommunityOS. Preferred.
- Familiarity with the Ohio 211 Style Guide and statewide resource directory standards. Preferred.
- Proficiency in Google Docs, Sheets, Slides, Microsoft Word, Excel, and collaboration tools such as Teams and Slack.

Skills & Competencies

- Strong attention to detail, accuracy, and analytical skills.
- Exceptional writing and editing skills, with the ability to clearly encapsulate service details and eligibility criteria.
- Demonstrated interpersonal, verbal, and written communication skills.
- Effective decision-making and problem-solving abilities.
- Ability to work independently, prioritize multiple tasks, and maintain focus on resident and caseworker service outcomes.
- Ability to handle confidential material in accordance with policies and procedures.
- Strong organizational and record-keeping abilities.
- A collaborative spirit and a passion for improving access to information that is of high value to residents and frontline staff.
- Adaptable, curious, and open to learning new technologies and methods.
- Commitment to diversity, equity, inclusion, and continuous improvement.

Contract Details

- Duration: 12 months (potential for extension based on performance and funding)
- Type: Contract (20–40 hours/week)
- Location: Remote or Hybrid, based in Columbus, Ohio
- Schedule: Primarily standard business hours, with occasional evening or weekend availability to support time-sensitive platform issues or community events tied to key project milestones.

How to Apply

Interested candidates should send their resume and a brief cover letter outlining relevant experience to cie@smartcolumbus.com with the subject line: "Resource Data Curator – CIE". Applications will be reviewed on a rolling basis.