

**JOB TITLE:** Director, Institutional Research

**DEPARTMENT:** Institutional Effectiveness

**LOCATION:** Union Campus

**REPORTS TO:** Executive Director, Institutional Effectiveness

**FLSA:** Exempt

**LEVEL:** 206

**DATE:** 4/15/25; 7/2/18; 9/30/09

**POSITION SUMMARY:** Provide leadership in the design, development, coordination, implementation and evaluation of institutional research activities.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of master's degree; 5 Years related experience

**ESSENTIAL TASKS:** *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Work closely with college departments, faculty, staff and students in research studies that are needed for use in decision making. Includes collecting, interpreting, analyzing and presenting the results and making recommendations based on results.
- Function as the data director to ensure that the College meets all state, federal, and regional accreditation reporting requirements.
- Support activities associated with Institutional Effectiveness, including assessment, research and planning.
- Support the strategic planning process and provide appropriate data and trend analysis for program review.
- Collaborate with senior leadership to analyze data and provide insights for strategic decision making.
- Develop, coordinate, and publish dashboards, infographics, and reports to effectively communicate findings to diverse audiences.
- Develop, administer, analyze, and report on surveys that enable student feedback on College services and/or education.
- Coordinate participation and collection of data in national or statewide institutional research related studies to engage in comparative/peer analysis.
- Evaluate, manage, and maintain the institutional data systems, databases, and reporting environments for institutional and departmental use.
- Identify data quality and integrity issues and recommend solutions to improve the accuracy and consistency of data.
- Lead cross-functional data committees to develop and implement data governance policies, foster data literacy across the institution, and implement data management practices that ensure consistent data standards, accessibility, integrity, and security.
- Supervise all personnel assigned, recommending selection, retention, promotion and discharge as appropriate.
- Serve as the College representative on all state, regional and national institutional research affiliations.
- Provide consultation to College personnel on research methodology, data management, and data analysis and interpretation.
- Conduct college business in a professional and ethical manner that includes the College's core values of integrity, excellence, dignity, accountability, environmental responsibility and global citizenry.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

**KNOWLEDGE, SKILLS, and ABILITIES:** Knowledge of mathematics - arithmetic, algebra, statistics and the application of appropriate statistical methods. Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines Excellent organizational, analytical and planning skills; ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude. Ability to prepare and analyze financial statements and reports. Business and management principles involved in strategic planning and the coordination of people and resources; higher education trends, data definitions and accreditation issues; critical thinking; complex problem solving; technical comprehension - rules and methods.

**LEADERSHIP and COMMUNICATION SKILLS:** Direct, manage, or lead others; may determine work procedures, assign duties, maintain harmonious relations, or promote efficiency; may develop and administer operational programs; and/or may write or present extremely complex papers and reports. Communicate with operational and functional leaders; read and interpret professional materials involving advanced bodies of knowledge. Ability to communicate effectively verbally and written to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions or solutions. Strong interpersonal and communication skills. Ability to foster a cooperative work environment. Ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public. Ability to make administrative/procedural decisions and judgments. Employee development and performance management skills. Ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion. Ability to participate as a team member; ability to handle confidential material judiciously.

**DECISION-MAKING and ANALYTICAL SKILLS:** Decision-making is almost the entire focus of job, affecting most segments of the organization and the general public. Perform professional or managerial work including advanced data analysis and synthesis. Must have strong interpersonal and analytical skills. Perform specialized technical work involving data collection, evaluation, analysis, and troubleshooting, or reports on operations and activities of a department, or performs general coordination of individual or departmental activities.

**EQUIPMENT/SOFTWARE:** Utilize current College and/or department information technology including but not limited to, Microsoft Office, Microsoft Access, Outlook, Power BI and other analytics tools, statistical software (SPSS), MySQL, Ellucian, Entrisik Informer, etc.; office machines such as telephones, calculator, or copiers.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

**Environment:** Work is performed primarily in a standard office setting; limited exposure to excessive noise, dust and fumes; frequent interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard.

**POSITIONS SUPERVISED:** Research Analyst

**SIGNATURES:** I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required for the job.

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Employee Signature/Date

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