

DIRECTOR OF INSTITUTIONAL RESEARCH

Job Description

CATEGORY: ADMINISTRATIVE AND PROFESSIONAL
POSITION STATUS: FULL-TIME
FLSA STATUS: EXEMPT
SALARY CODE: 14
REPORT TO: EXECUTIVE DIRECTOR OF INSTITUTIONAL RESEARCH AND COMPLIANCE
REVIEWED DATE: JUNE 14, 2019

The incumbent in this job is expected to assist the College in achieving its vision and mission of student success and service to the community. A commitment to excellence, service, and a willingness to assist as needed are expectations for all employees.

JOB SUMMARY

The Director of Institutional Research is responsible for the maintenance, dissemination and analysis of accurate and consistent college-wide data derived internally to provide for mandated external reporting and internal administrative planning and decision-making.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works with the Executive Director of Institutional Research and Compliance to develop a framework to prioritize and manage transformation in alignment with strategic priorities and mission-enabled imperatives.
- Contributes actively to the evolution, development, and execution of the College's strategic plan in collaboration with the executive team.
- Oversees and/or supports operational and organizational strategies in furtherance of transformation.
- Coordinates workshops, seminars and other activities for faculty and staff on Institutional Research.
- Keeps abreast of current institutional research best practices and disseminates that knowledge across the College.
- Collaborates with the Office of Institutional Research and Compliance in the identification of appropriate data for decision-making.
- Ensures that reports are consistent with reporting regulations and guidelines, and that external reports successfully pass internal and external checks.
- Recommends changes to institutional processes to improve data quality.
- Builds applicable data sets and reporting capability into existing data systems.
- Works with information technology to develop programs to extract data.
- Analyzes institutional needs related to data integrity and makes recommendations as to improving business processes.
- Develops and maintains documentation for applications and processes related to external reporting.
- Manages state reporting processes, including data quality and report submissions.

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- Coordinates and communicates, both orally and in writing, with the Texas Higher Education Coordinating Board and other state agencies, federal agencies, and other external organizations regarding reporting processes, functions, regulations, guidelines, submissions, corrections, etc.
- Confers with Information Technology and Admissions and Records departments and other applicable personnel to identify and correct process issues.
- Coordinates with appropriate institutional departments and personnel to ensure and confirm the accuracy of reported data.
- Coordinates with information technology staff to ensure that computer programs that generate state and federal reports do so in a manner consistent with reporting regulations and guidelines.
- Conducts data audits of institutional data sources to ensure data integrity and makes recommendations for modifications to improve data integrity.
- Monitors, analyzes and evaluates complex information from internal and external sources.
- Reconciles institutional reports with THECB and federal IPEDS edits.
- Attends local, state, and regional conferences, workshops, seminars, or meetings to stay abreast of current institutional research methods and state/federal laws, regulations, and guidelines affecting official reporting.
- Uses data management tools to develop, maintain and manipulate large data sets.
- Responds to ad hoc requests for data and information.
- Assists with the process for systematic review and evaluation of the institutional planning, research, effectiveness and compliance functional area per the model adopted by the College.
- Attends the workplace regularly, reports to work punctually and follows a work schedule to keep up with the demands of the worksite.
- Completes duties and responsibilities in compliance with college standards, policies and guidelines.
- Uses interpersonal skills and makes sound judgments to decide how duties and responsibilities are completed between coworkers, the supervisory chain, faculty, staff, students, and customers.
- Completes all required training and professional development sessions sponsored by the Texas Southmost College (TSC).
- Supports the values and institutional goals as defined in the College's Strategic Plan.
- Working hours may include evenings, holidays or weekends depending on deadline requirements and special events.
- Supervises and guides research analysts with the support of the Executive Director of Institutional Research and Compliance to ensure appropriate and accurate data and supporting documentation is available to meet the decision-making needs of the College.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE AND SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- A strong commitment to the mission of the community college.

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- Extensive knowledge of campus operations.
- Knowledge of basic statistical theories and principles.
- Proficiency with on-line survey software.
- Demonstrated excellent supervisory, administrative, communication, interpersonal and leadership skills.
- Ability to establish and maintain positive and effective working relationships with students, college employees and the public.
- Demonstrated organizational skills in handling, directing and prioritizing multiple and complex assignments and projects.
- Skill in working effectively in a team environment with a customer service focus.
- Ability to communicate with internal and external constituencies in a professional manner, including articulating the College's institutional planning, research, effectiveness and compliance functions with clarity and enthusiasm.
- Ability to communicate effectively, both orally and in writing; define problems, collect data, establish facts, and draw valid conclusions; and effectively present information to top management, public groups, and/or boards of directors.
- Proficiency with use of e-mail, word processing, spreadsheet, database, and presentation software and use of the Internet.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the community.

REQUIRED EDUCATION AND EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education and experience required.

- Master's degree from an accredited college or university in Statistics, Education, Organizational Development, Business Administration, Information Technology, Psychology or related research field with a minimum of three (3) years of progressive administrative experience within a comprehensive community college or university; or a Bachelor's degree from an accredited college or university in a related research field with a minimum of seven (7) years of progressive administrative experience within a community college or university institutional research office.
- Demonstrated experience in research design, implementing initiatives, and compiling/analyzing data.
- Demonstrated experience in organizing, conceptualizing, and prioritizing objectives and managing a high volume workflow office.

PREFERRED EDUCATION AND EXPERIENCE

- Doctoral degree from an accredited college or university is preferred.

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Certificates and Licensures

None required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk; sit; use hands and fingers to handle objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

Disclaimer:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Are you able to perform these essential job functions with or without reasonable accommodation?

- Yes
- With Accommodations

Employee Signature: _____ Date: _____

Direct Supervisor: _____ Date: _____

HR Representative: _____ Date: _____

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Posting Specific Questions

Required fields are indicated with an asterisk (*).

1. *How did you hear about this employment opportunity?
 - TSC Website
 - HigherEdJobs
 - Indeed
 - LinkedIn
 - Specialty Job Board
 - Facebook
 - Work-In-Texas/ Texas Workforce Commission
 - Job Fair
 - Personal Referral
2. *Do you have a Master's degree from an accredited college or university in Statistics, Education, Organizational Development, Business Administration, Information Technology, Psychology or related research field with a minimum of three (3) years of progressive administrative experience within a comprehensive community college or university; OR a Bachelor's degree from an accredited college or university in a related research field with a minimum of seven (7) years of progressive administrative experience within a community college or university institutional research office?
 - Yes
 - No
3. *Do you have demonstrated experience in research design, implementing initiatives and compiling/analyzing data?
 - Yes
 - No
4. *Do you have demonstrated experience in organizing, conceptualizing, and prioritizing objectives and managing a high volume workflow office?
 - Yes
 - No
5. Do you have a doctoral degree from an accredited college or university?
 - Yes
 - No