POSITION DESCRIPTION

Position Title: Coordinator of Institutional Research & Effectiveness	**Number:** 0024.EM	**FTE:** 1.0
Classification: Professional, Exempt	**Report To:** Chief Information Officer	**Date:** 03.24

General Description and Purpose

This position serves the needs of the college related to data management for reporting and institutional effectiveness purposes. The Coordinator of Institutional Research oversees the maintenance, accuracy, integrity, and release of student information system data. Directly responsible to the Chief Information Officer.

Primary Functions/Responsibilities

1. Participate in helping define critical issues related to data management which impacts the collection, entry and distribution of data.
2. Assist with preparing and disseminating assigned internal reports on a scheduled basis (e.g. Weekly Enrollment Report, Admissions reports).
3. Process ad hoc data requests and collaborate with data requestors to clarify needs and develop appropriate reporting protocols.
4. Supervisor to the Document Management Specialist and Data Coordinator.
5. Act as a back-up administrator to the institution's document management system.
6. Serve as institutional data contact for designated external report agencies to include: serving as IPEDS key holder, Clearinghouse contact and Kansas Board of Regents data contact.
7. Coordinate designated external reports, ensure timely and consistent reporting, and prepare and transmit appropriate data to external entities. Complete assigned federal, state and agency reports due during each school year and work with employees to ensure timely reporting and coordination of data.
8. Prepare and submit scheduled data file submissions to the National Student Clearinghouse.
9. Maintain an emphasis on quality service to internal and external customers.
10. Understand the data and where it is located within the college Student Information System and the internal process used to populate data fields. Look for opportunities to expand knowledge base of other institutional databases.
11. Extract data from college Student Information System using queries in various reporting platforms. Look for opportunities to expand knowledge base of other institutional databases.
12. Serve as an internal data expert on the college Student Information System, advising college constituents about coding, archiving, and how data elements are determined.
13. Summarize and logically interpret a wide variety of institutional data to provide timely, relevant, and accurate information to a broad range of internal and external audience.
14. Develop and maintain documentation regarding key reporting processes.
15. Conduct frequent quality assurance checks and recommend corrections where necessary to continuously increase the accuracy and reliability of institutional data.
16. Work closely with I.T. and student services staff on 'quality assurance' issues with student information system.

17. Coordinate designated internal- reports, ensure timely and consistent reporting, and prepare and transmit appropriate data to internal entities.
18. Assist with job-specific Student-Information-System training if/as requested by department supervisors.
19. Assist in the documentation of policies and procedures that are central to Data Services.
20. Prepares reports, summarizing data and analysis that present results in a clear and concise manner for multiple audiences, including the creation of clear and effective charts and tables.
21. Serve as PCC's data governance manager.
22. Ensure internal audits are conducts as needed.
23. Serve as chairman of the Data Management Committee.
24. Responsible for departmental budget expenditures.
25. Serve as a member of the Collaboration and Planning Council (CPC), Services & Operations Council (SOC), Services and Programs Under Review (SPuR) Team, Knowledge Management (KM) Team, and other committees as assigned.
26. Support and serve as backup to other data services department staff. Other duties as assigned by Chief Information Officer.

Coordination and Accountability Tasks

1. Serves on college-wide committees and councils.
2. Work with college faculty, staff and administration on a daily basis.
3. Participate in staff development, in-service training, and educational advancement on a regular basis.
4. Provides strategic input to the priorities of the Document Management Specialist and Data Coordinator.

Supervises the Following Staff

Document Management Coordinator
Data Coordinator

Required Knowledge, Skills, Abilities, and other Characteristics

1. Conscientious about the work environment, problem solver and detail oriented.
2. Capacity to communicate effectively both orally and in writing.
3. Ability to establish and maintain cooperative and effective working relationship at all levels of the organization.
4. Strong critical thinking and interpretive skills to analyze situations, define problems and develop/implement solutions.
5. Ability to establish goals, priorities, and timelines and to plan work accordingly.
6. Ability to complete projects independently and work cooperatively as part of the team.
7. Work with diverse populations and support diversity awareness.
8. Able to develop a professional and solid rapport with faculty members, staff, administration, and Board of Trustee members and work in a community college environment.
9. Good organizational, time management skills and the ability to multi-task and demonstrate excellent customer service, with service-centered philosophy.
10. Understand and support the mission, philosophy, vision, goals and objectives of PCC.

11. Possess a high degree of ethical standards, maintain confidentiality and security of information.
12. Extreme attention to detail; diligent in concern for data accuracy.
13. Ability to manage multiple projects with competing deadlines and changing priorities. Strong organizational skills and ability to meet deadlines.
14. Self-starter, goal oriented and have the ability to work and make decisions independently.
15. Extensive computer skills, including spreadsheets, database, statistical analysis tools and presentation software.
16. Demonstrate SQL or other adaptable computer programming skills such that the candidate can retrieve information from and work with information in databases.
17. Understanding of database and data warehouse structures.
18. Ability to interpret and present complex information in various formats to a diverse population.
19. Experience extracting data from large relational databases and merging data from multiple sources.
20. Experience organizing data sets into tabular and graphic presentations.
21. Proficiency in Microsoft Office with the ability to work in Excel at an advanced level.
22. Ability to handle sensitive and confidential student records and ensure federal, state and institutional policies are upheld.
23. Assist in building processes to support data management and online services.
24. Have the ability to maintain confidentiality.
25. The ability to clearly communicate timely and relevant information and analysis to administrators and other stakeholders to facilitate decision making.

Experience

1. Three years' experience in a college business, institutional research, information technology and/or student services office or other closely related work with similar experience required.
2. Experience with student information systems and related technologies used to support student records, registration, academic operations, and reporting is preferred.
3. Extensive knowledge of Microsoft Access, Excel, Word and querying databases, SQL preferred.
4. Outstanding verbal and written communication skills. Excellent collaboration and facilitation skills.
5. Supervisory experience preferred.
6. Experience with Business Analytics Intelligence is preferred.

Education

Bachelor's degree in mathematics, statistics, computer science, education administration or closely related business field. Master's degree preferred. Relative experience may offset degree requirements.

Certifications and/or Licensure

Work Conditions/Environment

Work is performed primarily in an office setting on campus. Must be able to walk across campus and access various types of buildings.

Other

None

Acknowledgement of Receipt and Agreement

By signing below, I acknowledge that I have received and reviewed a copy of this position description. In addition, I agree to strive to effectively perform and comply with the job duties and responsibilities outlined in this description.

_____ _____

Employee Name (Printed) Date

_____

Employee Signature