



Classification Description

Job Title: Coordinator, Investigative Institutional Research

Pay Grade: 113

Job Code: 4019

FLSA Status: Exempt

Job Purpose

The Coordinator of Investigative Institutional Research is responsible for management and development of a comprehensive institutional and investigative research wing of the College's data and analysis (IR) unit. This position provides internal and external review, analysis, interpretation, and promulgation of findings, and prepares reports for internal and external distribution.

This position works with their supervisor to assist executives, departments, and unit managers by facilitating access to student, academic, and administrative data and interpretation of that data. The Coordinator will provide information and analytic support to the College's administrative decision makers to facilitate the decision-making process, policy-making, resource allocations, enrollment projections, and other processes requiring strategic analysis.

General Responsibilities

Essential Functions

Ensures faculty and administrators have convenient and effective access to record-level information available through the Banner information system.

Ensures faculty and administrators have access to accurate summary reports and analyses of aggregated data.

Ensures the completion of projects, allowing faculty and administrative committees to receive timely and appropriate advice on data availability, methods of analysis, and data interpretations.

Ensures the accuracy and timeliness of College required accreditation data.

Works with faculty and administration to have the technical and research design support necessary to develop information requests and research questions that meet their specific needs.

Prepares Strategic Directions report for the College.

Prepares effectiveness units and supporting documentation specific to programmatic accreditation bodies, as needed.

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Provides information and analytic support to the College's administrative stakeholders to facilitate the decision-making process, unit planning, course level assessment planning, SACSCOC compliance, and other processes requiring strategic analysis.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

An earned Bachelor's degree from a regionally accredited institution of higher education, with a major in sciences or statistically-related fields preferred but not required.

Three (3) years demonstrated, successful fulltime professional work experience in the fields of education, sciences, statistics, reporting or technology. Appropriate combination of education and experience may be substituted.

Personal and educational philosophy compatible with the goals, objectives, and mission of the College.

Personal computer expertise including, but not limited to, relational database, statistical analysis, spreadsheet, word processing, presentation graphics, data analytic and communications software.

Knowledge of and ability to utilize Banner, SAS/SPSS, and BI reporting tool such as Argos or Cognos preferred. Demonstrated experience using office software such as Microsoft Office and Adobe programs.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.

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- Exhibit solid organizational skills and be detail oriented.
- Work effectively with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: February 22, 2022. Revised: July 1, 2023.