

Position: Manager, Research and Planning

Grade: 28 (Management Salary Schedule)

### **Summary**

Supervises, organizes, manages, and integrates institutional research supporting strategic planning processes, development and measurement of performance outcomes, assists with institutional and academic planning, and other indicators of institutional effectiveness. Ensures the development and maintenance of up-to-date information databases to support demographic, enrollment, strategic planning, special programs, and institutional performance research, processes, and decisions.

### **Distinguishing Career Features**

The Manager of Research and Planning reports to the Vice President, Academic Affairs. This position provides information and planning support to the Cerritos College community through published reports and visualizations in a logical and contextual manner for enhanced understanding; to develop college-wide and unit-level reports to inform decision-making and aid strategic planning; to assist in the compilation and dissemination of information in meaningful ways to internal and external stakeholders through summary reports, dashboards, and interactive online data displays; and to educate and train data users on information available from the office.

### **Essential Duties and Responsibilities**

- Supervises, organizes, performs, integrates, and evaluates the services and research activities of the department including, but not limited to institutional and faculty research, strategic planning, and performance measurement.
- Oversees and performs research studies that support short and long range planning, evaluation, accreditation, and policy.
- Prepares and conducts an array of research to identify and assess the District's short and long-range institutional needs and opportunities. Collects, prepares and maintains statistical information and establishes the appropriate quantitative and qualitative research design and statistical tools to be used in research and decision support.
- Participates in research for institutional accountability measures and key performance indicators. Works with administrators and external agencies to identify and monitor outcomes and measures.
- Provides data and analytical support to processes that review programs, performance, accreditation, and compliance.
- Maintains and creates reports and queries as needed to fulfill reporting requirements.
- Supervises the design and conducts validation studies for existing and new curricula, programs, and other services that enhance student success.

- Assists with surveys conducted by the college and directs or performs analysis and preparation of reports based on these surveys.
- Coordinates institutional research information reporting to other institutions and agencies (e.g., IPEDS, ARCC).
- Audits and releases information about college student enrollment, faculty, student and staff characteristics. Monitors student enrollment trends and produces reports for internal use.
- Works with faculty and administrators to compile and create reports to support ongoing data needs on a regular or as-needed basis.
- Provides support to the college strategic planning process as well as other college planning processes.
- Participates in college committees, task forces and special assignments as assigned. Provides research outcomes that can be integrated into planning and decision-making processes.
- Monitors data integrity.
- Coordinates the development and maintains an expanded Data Warehouse for research, planning, and development.
- Supervises, motivates, trains, and evaluates assigned personnel to provide high quality of service.
- Ensures accuracy of print and online publications related to the area of responsibility.
- Anticipates, prevents, and resolves conflicts and problems under areas of supervision.
- Participates in community, state, and national organizations and meetings as assigned.
- Participates in the screening of and recommends selection of assigned personnel.
- Maintains currency of knowledge and skills related to the duties and responsibilities.
- Performs other related duties as assigned.

### **Qualifications**

- **Knowledge and Skills**

The position requires advanced specialized knowledge of current principles and procedures of social science or higher education research planning, design, methodology, and analysis; principles, theories, techniques and methods of inferential and descriptive statistics; computerized information systems used in research such as statistical analysis, word processing, database management, spreadsheets, graphics, and telecommunications. Requires a comprehensive knowledge of student outcomes assessment and measures of institutional effectiveness. Requires knowledge of legislative and educational oversight body processes, requirements, and trends. Requires knowledge of effective management practices and continuous quality improvement. Requires in-depth knowledge of, and skill at using a full range of office productivity computer software as well as computer-aided statistical applications and educational modeling. Requires knowledge of relational database concepts, including logical and physical data layout, programming and report writing tools. Requires knowledge and understanding of the philosophy and objectives of the community college. Requires well-developed oral and written language skills to prepare reports and professional correspondence.

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Requires sufficient human relations skills to conduct performance reviews, deliver presentations, and convey technical information to a wide variety of audiences.

- **Abilities**

Requires the ability to establish, manage and evaluate departmental goals, objectives and annual performance plans. Requires the ability to design research studies for use in education and social environments. Requires the ability to learn, interpret, and apply State Education Code, Government Code, Title 5, and other federal and state regulations as related to the responsibilities of the position. Requires the ability to apply, interpret, and draw conclusions using advanced statistical concepts. Requires the ability to prepare complex, compelling proposals and reports, multi-media presentations, and empirical findings, forecasts, and recommendations to large audiences with diverse backgrounds. Requires ability to exercise critical judgment and creativity, establish priorities for, plan, and organize a variety of work assignments and the ability to provide leadership and supervision to staff in a Research and Planning Department. Requires the ability to be a fair-minded, ethical and honest leader with excellent interpersonal and communication (oral and written) skills, and the courage and integrity to lead and accept responsibilities. Requires understanding of, sensitivity to and commitment to meeting the needs of the individuals from diverse academic, socioeconomic, cultural, disability and ethnic backgrounds. Requires the ability to work cooperatively and productively with internal and external constituencies. Requires the ability to advocate for shared governance, collegiality, staff cohesiveness and the other core values of the institution.

- **Physical Abilities**

The position requires the ability to function indoors in an office environment engaged in work of a primarily sedentary nature and move to work locations on and off-campus. Requires the ability to sit at a desk for extended periods of time to accomplish work and to retrieve work materials. Requires manual and finger dexterity to use a personal computer keyboard and pointing device and other common office equipment. Requires visual acuity to read and recognize printed materials, and view computer screens. Requires speech and hearing ability to project voice to a large audience, carry on telephone conversations, hear and grasp verbal communications and equipment prompts. Requires the ability to work during off-hours.

- **Education and Experience**

The position requires a Master's degree in a social science, mathematics, statistics, business, economics, research, or other related field, or the equivalent and two years of progressively responsible experience in the field of research.

- **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

Date Approved: July 17, 2019