

INSTITUTIONAL RESEARCH SPECIALIST

DEFINITION

Under general supervision, the Institutional Research Specialist assists the Director of Institutional research by providing office administrative and secretarial assistance as well as assisting in various research projects, and performs related duties as required or assigned.

CLASSIFICATION CHARACTERISTICS

This class is distinguished from other College and programmatic office support classes in that incumbents provide office administrative and secretarial services for the Director of Institutional Research and associated staff with certain specialized skills. General work guidelines are normally established by the Director, however, day-to-day activities require the use of initiative and judgment, particularly when prioritizing work from staff members and competing projects. This class is distinguished from administrative assistant, in that the latter provides general secretarial and office administrative assistance to an administrator and associated staff, whereas this position requires specialized knowledge and skills related to institutional research and planning.

EXAMPLES OF DUTIES (Illustrative Only)

- Under general supervision of the Director of Institutional Research, researches and compiles a variety of data related to research projects
- Summarizes such information and prepares reports
- Maintains records and files, particularly as required for programs and projects
- Uses various tools to collect data and information, including the Internet
- Uses Word processing equipment and inputs or retrieves data and prepares reports using an on-line or personal computer system using statistical and data software programs
- Assists with or conducts pre-programmed surveys
- Provides information for faculty, staff, students and the public regarding college and department requirements, procedures, and regulations, which requires the use of judgment and initiative
- Reviews finished materials for completeness, accuracy, format, compliance with policies and procedures, and appropriate English usage
- Assists with monitoring of day-to-day office supplies, time cards, and other basic budgetary matters
- Assists with maintaining the office budget and tracking budget expenditures and income
- Monitors grant progress and assists with tracking grant funding allocations
- Makes appointments for the administrator and associated staff
- Maintains Director's calendar
- Receives and screens visitors and telephone calls and refers callers to appropriate persons, office or program
- Types or word processes drafts and a wide variety of finished documents, from stenographic notes, electronic dictation, brief instructions or materials
- Schedules and arranges for meetings
- May attend meetings and prepare minutes
- Maintains confidential data and reports
- Assists in the selection of support staff or student assistants
- May direct the work of assigned staff on a project or day-to-day basis

EXAMPLES OF DUTIES: (continued)

- Prepares and/or reviews for accuracy time cards and other documents
- Provides a variety of routine support services such as requisitioning supplies, sorting mail, scheduling equipment and facility use, and arranging for the repair and maintenance of equipment
- Performs related duties as required and assigned

QUALIFICATIONS:

Knowledge of:

- The functions and terminology related to the Office of Institutional Research
- Organization and function of an educational institution
- Basic research principles and practices as used in an educational institution
- Contemporary literature search and information management techniques
- Office administrative and secretarial practices and procedures, including filing and business letter writing
- Basic budgetary principles and practices
- The operation of standard office equipment, including word processor, personal or on-line computer and appropriate software used for data entry, such as dBase, Excel, SPSS, FoxPro, Access or similar programs
- Correct English use, including spelling, grammar, punctuation and vocabulary
- Recordkeeping principles and practices
- Business mathematics

Skill in:

- Providing varied office administrative and secretarial assistance
- Using initiative and judgment within established guidelines for data management
- Conducting basic institutional research studies
- Organizing work, setting priorities and meeting critical deadlines
- Composing correspondence from brief instructions
- Establishing and maintaining detailed and accurate records and files
- Understanding and following oral and written directions
- Using one or two statistical and data software programs, for example: dBase, SPSS, Access, FoxPro, BrioQuery
- Working in an internet intensive environment
- Establishing and maintaining effective working relationships with those contacted in the course of work
- Typing or operating a keyboard with sufficient speed and accuracy to produce correspondence and reports
- Overseeing the work of student assistants as assigned

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school and three years of general office administrative and/or secretarial experience which includes data entry and report preparation. Two years of college-level coursework in business or office administration and experience in an educational setting are desirable.