

Institutional Research Assistant Tompkins County

Department: Tompkins Cortland Community College

Classification: Competitive

Labor Grade: J

Approved: TC3 Board Action 2002 or 2003

Revised: 6/08; 9/16

By: AF, Commissioner of Personnel

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered four year college or university with a bachelor's degree **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience in office management or senior level clerical position; **OR**
- (b) Graduation from a regionally accredited or New York State registered two year college with an associate's degree **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in office management or senior level clerical position; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** six years of full-time paid (or the equivalent part-time and/or volunteer) experience in office management or senior level clerical position; **OR**
- (d) Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This position involves responsibility for assisting the Associate Dean of Institutional Research and Organizational Learning to support the College's mission and strategic goals by coordinating day-to-day office management and administrative functions.

This position must be capable of writing complex queries to extract raw data from campus databases, combining data from diverse sources, manipulating and analyzing data, and supporting a wide variety of requests for information. Prepares reports for annual Integrated Postsecondary Education Data (IPEDs), State agencies, and other mandated reporting agencies. Communicates with other offices at the College that provide data for reports, identifies inconsistencies in data, coordinates entry of data into collection sites, and ensures compliance with deadlines. Work is performed under the general supervision of the Associate Dean with high autonomy and independent judgment. Although guidelines and policies are available, many cases require the independent interpretation and application of guidelines or policies to specific situations. Extensive knowledge of database applications, campus computer systems and the creation of intricate queries to extract complex data is required. The psychological demands of this job are considerable with fluctuations in work volume, shifting and/or conflicting priorities, and short deadlines. The position requires high interpersonal skills to coordinate inter-office and inter-agency cooperation. The candidate coordinates projects externally with professional associates and State and Federal education regulatory authorities.

Internally, the candidate collaborates extensively across departments, committees, and College personnel including faculty, staff, and administrators to coordinate cooperation to complete complex projects. Supervision is exercised over the work of student work-study staff.

TYPICAL WORK ACTIVITIES:

- Designs queries to extract data from complex student data systems to complete mandated reports for regulatory agencies such as New York State Education Department, Integrated Postsecondary Education Data System (IPEDS), State University of New York, and other entities.
- Analyzes and manipulates data into useable information for College-wide assessment projects including program reviews, year-end program assessment, and other ad hoc internal requests from faculty, staff and administrators.
- Serves as the coordinator for College-wide student surveys. Is the point of contact between the college and the survey agency, collaborates with the Provost and President's offices to coordinate campus notifications, contacts faculty to schedule class-time, and administers surveys to students in class rooms.
- Serves as staff support to manage the College's ongoing relationship with the Middle States Commission on Higher Education (MSCHE), the college's accreditation agency. Manages documents, coordinates committee work, collaborates

with offices to plan and coordinate site visits, meeting logistics and completes other tasks as needed to support the colleges' reaccreditation initiatives.

- Develops and maintains the College's reaccreditation document portal/archives and Institutional Research archives. Oversees the records retention of intuitively significant documents using standard NY State and SUNY retention schedules.
- Initiates collaboration with Campus Technology in the development and validation of new computer programming to support the ever changing needs of the department. Collaborates on the maintenance of existing programs including enrollment reporting.
- Manages purchase order requisitions, tracks department budgets, and office inventory. Assists with departmental planning and provides general support to the Associate Dean of Institutional Research and Organizational Learning and other staff.
- Assures compliance with FERPA (Family Educational Rights and Privacy Act) guidelines in responding to internal and external data requests.
- Serves on College committees, as appropriate, including reaccreditation and College-wide assessment committees. Participates in professional conference and training programs, and performs other related tasks as assigned.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS REQUIRED:

- Extensive knowledge of databases, spreadsheets, statistical analysis, and the ability to query and compile complex statistical data;
- Excellent analytical reasoning ability, resourcefulness, and the ability to independently plan and organize workflow;
- Detail-oriented, excellent organizational and communication skills;
- Possess an advanced understanding of internal and external reporting requirements.
- Thorough knowledge of the organization, functions, laws, policies and regulations of and relating to the College;
- Ability to handle routine administrative details independently, including the composition of letters and memoranda;
- Ability to plan, assign and review the work of others;
- Ability to understand and carry out complex oral and written instructions;
- Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;
- Ability to perform close, detail work involving considerable visual effort and strain;
- Good judgment in solving complex clerical and administrative problems;
- Tact and courtesy;
- The employee's physical condition shall be commensurate with the demands of the position.

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