

Class No.	
Original Date:	March 2021
Revision Date:	
Pay Group:	20

CLASS SPECIFICATION

INSTITUTIONAL RESEARCH LIAISON

NATURE AND SCOPE OF WORK

This position is responsible for collecting, analyzing and visualizing descriptive data, as well as liaising these findings to internal and external parties for the purposes of operational decision-making. This includes the development, collection, analysis and dissemination of information through various mediums, such as surveys, training videos, workshops, reports, and dashboards.

This position will also serve as a primary point of contact for the Strategic Analytics team. This includes frequently addressing and fielding inquiries from internal and external data users. This position will need to work with varying levels of stakeholders and is expected to have a strong ability to independently problem solve. A strong understanding of basic descriptive statistics (e.g. averages, minimums, maximums, percentages, etc.) is required to effectively communicate data findings. The Institutional Research Liaison reports to the Director of Strategy and Analytics.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Provides guidance and support to data users, facilitating access and interpretation of available analytics used for operational decision-making.
- Develops and disseminates research and analytical findings through various mediums, such as infographics, PowerPoint presentations, recorded training videos, reports, and dashboards with direction from the Director of Strategy and Analytics.
- Conducts basic independent research and analysis, such as survey development and descriptive statistical analysis.
- Interprets survey results and communicates data findings to stakeholders.
- Liaises with stakeholders on survey results and reports on summary findings.
- Identifies issues, challenges and possible solutions for data access and literacy, working with the Director and various departments to implement these solutions.
- Plans, monitors and tracks various service outcomes and key performance metrics.
- Frequently monitors, reviews and responds to inquiries via multiple communication channels, such as email, phone, in-person or on the web.
- Collaborate with other departments for feedback and opportunity identification.
- Creates, collects, validates and visually organizes data in dashboards.

- Visually presents and disseminates data collected through inferential statistics by the IR Analysts.
- Recommends opportunities for continuous improvement and efficiency.
- Help direct various complex data requests to the appropriate team or analysts, ensuring appropriate approvals and information is collected prior to completing requests.
- Supports the Director on administrative tasks as required.
- As directed, may attend committees and working groups as a resource.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, WHIMIS, Earthquake).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of University and relevant area policy, procedures, and functions.
- Thorough knowledge of word processing, spreadsheet, and database application.
- Considerable research and descriptive analytical skills (e.g. average, maximum, minimum, percentages, etc.).
- Ability to understand the context of issues in order to exercise initiative and judgment regarding action required.
- Ability to act with cross-cultural sensitivity.
- Ability to work independently with minimal supervision.
- Ability to be flexible and quickly adapt to changing needs and processes.
- Knowledge of web posting software.
- Ability to plan, organize, and carry out activities with tight timelines.
- Ability to establish frequent and effective working relationships with all levels of clients and management.
- Ability to anticipate and meet deadlines.
- Ability to collaborate, influence and work with cross-functional teams.
- Ability to communicate in a clear, concise manner in both oral and written form.
- Ability to disseminate complex information in layman terms.
- Ability to maintain confidentiality and exercise tact, diplomacy, discretion and sensitivity when dealing with other employees, students, alumni, multi-cultural groups, and the general public.
- Ability to establish and maintain strong relationships with internal and external stakeholders.
- Sound judgement in working with confidential and sensitive data and/or inquiries.

REQUIRED TRAINING AND EXPERIENCE

- Bachelor's degree in business, communications and/or a related field with experience with basic statistical analysis.
- Two years of work experience directly related to data and statistical analysis.