Director, Assessment, Data & Operations

THE UNIVERSITY OF ROCHESTER
Application Deadline: March 30, 2016
Apply: http://universityofrochester.jobs/

GENERAL PURPOSE:
Lead strategy, and develop and enhance processes for all metrics and assessment related to Career Center, which include but are not limited to: graduation metrics, counselor feedback, check-in data, employer feedback, and student learning outcomes. Assist Career Center Communications Manager, Academic Colleges, and other campus partners to more effectively use data to share the success stories of UR students. Lead and partner on strategic initiatives that meet the goals for the Career Center with regards to partnership creation, data-driven services, and telling the story of student success. Leads all efficient and effective use of resources within Center including budget, human resources, and technology. Serves as part of Forecasting management team.

SPECIFIC RESPONSIBILITIES: The main responsibilities will include but not be limited to:

STRATEGIC PLANNING (25%)
- With the executive director, set the strategic vision for operations and assessment within the office and in developing and implementing shared strategic priorities; monitor and report progress toward strategic goals and objectives.
- Lead the comprehensive department strategy to ensure the effective use of resources (budget, human resources, technology) and the assessment of services, programs, and utilization of resources.
- Set direction for the multiple technology systems the Career Center uses to collect data and assist with systems effectiveness across Career Center and in conjunction with campus technology efforts.

OUTCOMES & ASSESSMENT PROJECT MANAGEMENT (30%)
- Lead strategy, development and enhancement of processes for all metrics and assessment related to career services at UR and within the Career Center, which includes but is not limited to: career outcomes, internship tracking, graduation metrics, advisor feedback, check-in data, employer feedback, and student learning outcomes.
- Lead the administration of the UR college-wide career outcomes survey process in conjunction with Institutional Research, academic units and departments, and the Graduate School in order to provide effectiveness in data collection, synthesis, and visualization.
- Work with multiple campus offices including admissions, alumni relations, advancement, diversity offices, veteran services, and others to partner on data collection and appropriate visualization and usage.
- Collect program evaluations and share with appropriate staff members. Work with staff to use this evaluative information to continually make program adjustments and improve event format.
- Identify and anticipate trends in event attendance. When necessary, work with Communications Manager by suggesting strategies to increase event attendance.
- Collaborate with career advisors to develop event content and establish criteria for success. Suggest programs based on evaluative feedback, student needs and benchmarking of industry best practices.
- Assess program goals. Collect and analyze program evaluations. Use this evaluative information to continually make program adjustments and improve event format.
- Provide industry trend data to faculty and University administration to showcase changes in employment market and expectations of employers for graduates of UR.

RELATIONSHIP MANAGEMENT (20%)
- Assist Career Center Communications Manager, academic units and departments, and other campus partners to more effectively use data to share the success stories of UR students.
- Lead and partner on strategic initiatives that meet the goals for the Career Center with regards to partnership creation, data-driven services, and telling the story of student success.
- Explore new partnerships with peer institutions to enhance recruiting opportunities.

BUDGET & GENERAL OFFICE OPERATIONS (15%)
- Write grant proposals as necessary for new strategic initiatives to diversify budget and possible revenue.
- Work with Executive Director to identify strategic budget requests through University protocol and through Advancement/Development requests to donors.
- Ensure compliance with University budget policies and protocols.
- Supervise all human resources and budgeting efforts for Career Center and serve as liaison to central HR and Budget office.
LEADERSHIP & SUPERVISION (10%)

- Assist in the management of office operations and in representing Career Center to the campus community.
- Provide support and assistance in setting performance goals, reaching goals, and engaging in self-appraisal. Conduct annual appraisals of staff within reporting lines.
- Encourage staff development and growth. Showcase and encourage successful staff effort at the campus, local, regional, and national levels.
- Continually improve and seek professional development opportunities/feedback on supervision style and approaches to better enhance staff development, morale, and cohesion
- Lead and direct several major office-wide administrative functions.
- Directly supervise, hire, train, evaluate and provide work direction and problem solving assistance for staff.

REQUIREMENTS:

**Required**

- Master’s degree required with emphasis on assessment, student affairs, higher education or related field preferred. Would also consider MBA or degree in Human Resources or other fields applicable to Higher Education environment.
- Demonstrated experience working in and fostering a diverse faculty, staff, and student environment or commitment to do so as a staff member at UR.
- Strategic planning and implementation; goal-setting skills.
- Supervision and leadership skills experience.
- Exceptional communication (written, oral, presentation). Demonstrated proficiency designing and delivering presentations.

**Preferred**

- Minimum of 5-7 years experience in career services, a higher education setting or related area.
- Awareness of trends within higher education, career services, employment marketplace and economy.
- Outcomes assessment and evaluation strategies experience.
- Ability to assess and report student-learning outcomes.
- Project management experience.
- Ability to embrace and drive change and to organize and effectively manage multiple priorities, programs, and projects.
- Ability to use social media and database systems.
- Demonstrated experience leading teams and developing positive relationships, partnerships, and alliances.
- Ability to collaborate cross-functionally in the office environment and to interface with employers, students, alumni, faculty, and university administrators.
- Budget management experience a plus.

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About the University of Rochester

The University of Rochester, one of the country’s top-tier research universities, is comprised of Arts, Sciences, and Engineering and five schools—Eastman School of Music, School of Medicine and Dentistry, School of Nursing, Simon Business School, and Warner School of Education. “Meliora”- meaning “ever better” - distinguishes the value and way of life that has shaped the institution since its founding in 1850. Enrolling approximately 10,500 undergraduate and graduate students, the University promotes a highly personalized approach to learning. Students in The College - the undergraduate division of Arts, Sciences and Engineering - pursue their passions by choosing a major in one of the three divisions (Humanities, Natural Sciences/Engineering, and Social Sciences) and taking thematic three-course clusters in the other two areas. Educating global citizens, embedding career preparation into the student experience, and expanding experiential learning opportunities are key institutional strategic priorities. Located in Western New York, the city of Rochester has a decidedly entrepreneurial spirit, a resilient economy, and a rich cultural life contributing to its reputation as a “top ten college town” and a “top ten most livable city in America.”

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About the Gwen M. Greene Career & Internship Center

**Vision:** Lead the U of R Community to create innovative career connections for student and alumni success

Under new leadership, the Gwen M. Greene Career & Internship Center is redefining career services at the University of Rochester to become an innovative and collaborative force for the career development or our students and alumni
The Career Center serves undergraduate and graduate students in the Colleges of Arts, Sciences and Engineering. We actively partner with career professionals in other schools at the University, including the Simon School of Business, the Warner Graduate School of Education, the Eastman School of Music, and the School of Medicine and Dentistry. We are seeking individuals that will bring energy, innovation, passion and a strategic approach to career development and services. The Career Center is undergoing an exciting transformation and we are looking for professionals to join us to make this transformation a reality and greatly impact the lives of the people that are part of our community.

Through our work over the past 8 months, we have achieved many accomplishments and garnered support from University administration and leadership for initiatives to make career planning more central to the education of University of Rochester students. Some of these accomplishments are:

- Launching a new technology platform - Handshake - to better engage students with our office
- Plans for a renovated physical space to increase office space and create a more connected space
- The addition of 2 new full-time positions and a re-organization of roles and responsibilities to maximize our effectiveness; proposals for additional positions pending
- Career services is a major pillar and component in the vision of the Office of Advancement
- Led a committee on internships for the campus community bringing together campus partners committed to delivering quality internship experiences to students and employers
- New collaborative efforts with: Student Activities, Rochester Center for Community Leadership, Advancement, Admissions, Residential Life, Institutional Research, and the Student Association (student government) and leaders from student organizations
- Extensive travel with Advancement Division throughout the country to visit prospects and employer partners
- Continued commitment to students through our signature programs (CIC) and advising services

About Rochester
This metropolitan region situated on the southern shore of Lake Ontario is also part of New York’s breathtaking Finger Lakes region. Known for its vast selection of family-oriented activities and attractions, Rochester hosts nearly two million visitors each year. The third largest city in New York State, the greater Rochester region is inhabited by a little more than one million people. Conveniently located, Rochester is a six-hour drive from New York City, 3 1/2 hours from Toronto and 90 minutes from Niagara Falls.

- http://www.visitrochester.com/
- http://www.movoto.com/blog/top-ten/most-creative-cities/