

# Research Manager I

## Knowledge, Skills, Abilities, and Personal Characteristics Statements

1	Knowledge of research design methods to conduct research projects and evaluation studies.
2	Knowledge of data collection methods (e.g., survey, interviews) to ensure the proper use and validation of the research results.
3	Knowledge of practices required to ensure and maintain data security, including securely transmitting confidential data.
4	Ability to identify required data, information, materials, and resources needed to complete/perform a project.
5	Ability to research information through a variety of methods (i.e., internet, reading materials, verbal or written communication) to acquire necessary information for completing projects.
6	Knowledge of basic arithmetic techniques (e.g., addition, subtraction, multiplication, division, decimals, percentages, fractions) to analyze numerical data.
7	Knowledge of descriptive statistical analysis techniques (e.g., mean, median, mode) to formulate conclusions and recommendations.
8	Ability to analyze statistical data to reach sound conclusions and/or make recommendations.
9	Ability to verify the validity and accuracy of data collected through formal data gathering techniques (e.g., surveys, questionnaires, interviews.)
10	Ability to analyze and evaluate data (e.g. numerical, graphical, charted, tabulated) accurately with minimal errors to apply information, formulate conclusions and appropriate courses of action.
11	Knowledge of problem-solving techniques and processes to facilitate the identification and resolution of issues related to the completion of work assignments.
12	Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to research problems.
13	Ability to objectively identify all facts and implications related to a situation before drawing conclusions and determining courses of action.
14	Ability to read and summarize numerical reports and compare to spreadsheets or other information sources to identify and resolve discrepancies.
15	Ability to use sound research methods and principles to reach conclusions and/or make recommendations.
16	Ability to analyze and evaluate the impact of programs, procedures, business processes, and/or policies.

17	Knowledge of supervisory principles, practices, and techniques to oversee the work activities of employees to ensure the unit/branch operates effectively and complies with all applicable laws.
18	Knowledge of the principles of workflow to plan a variety of programs, and project activities, timelines, and milestones effectively.
19	Ability to function as a technical lead for complex projects to ensure timely completion.
20	Ability to delegate work to project team members to ensure work projects are completed on time and within budget.
21	Ability to maintain high ethical standards in completing all assignments and projects.
22	Ability to manage workload and assignments of others in order to meet work unit and project objectives and deadlines.
23	Ability to review the work of subordinate staff and provide constructive feedback from the perspective of a supervisor.
24	Ability to foster respect for cultural, race, and gender diversity, as well as individual differences amongst staff members.
25	Ability to inspire confidence and effective working relationships with employees, managers, and leaders in government and industry to ensure the unit, operations, and activities run smoothly.
26	Ability to mentor staff to develop skills, improve staff performance, and promote career development.
27	Ability to establish priorities and manage the staff and resources necessary to maximize the productivity and/or effectiveness of the unit/branch.
28	Ability to perform oversight on projects ensuring that end products or services are delivered on schedule, within the established budget, and in compliance with applicable laws.
29	Ability to introduce changes in the unit/branch in a positive manner to ensure the unit runs efficiently.
30	Ability to lead by positive example in managing the employees of the unit/branch.
31	Ability to manage multiple programs to ensure organizational goals are met.
32	Ability to proofread and edit written materials (e.g. memos, letters, reports, procedures) to ensure accuracy and completeness.
33	Ability to read and comprehend complex or technical information for application to relevant work and professional development.
34	Knowledge of departmental publication standards to develop professionally accepted reports and articles.
35	Ability to communicate information clearly and concisely, in writing, to audiences with varying levels of understanding.
36	Ability to write reports, policies, and procedures using proper grammar, punctuation, and sentence structure.

37	Ability to develop and maintain cooperative relationships (i.e., with governmental agencies, advocates, the public) to promote an harmonious environment.
38	Ability to orally present research findings and/or other technical materials at the appropriate level of complexity for audiences of varying levels of understanding.
39	Ability to orally communicate clearly and concisely, in person or by telephone, to a variety of audiences (e.g. vendors, contractors, stakeholders) of varying abilities to exchange information on a variety of matters.
40	Ability to interpret and explain policies, procedures, rules, and/or regulations to non-technical individuals (e.g. departmental employees, the public, vendors, other state agencies) to clearly communicate pertinent information.
41	Ability to use tact, discretion, and diplomacy when responding to the needs, problems, or concerns of others (e.g. departmental employees, the public, legislature, and representatives of other state agencies) to convey information in a professional manner.
42	Ability to facilitate meetings with various audiences to communicate information, exchange ideas, and outline project goals.
43	Knowledge of project management principles to manage the progress of programs and project activities to ensure that project timelines and schedules are appropriately established, modified, and adhered to.
44	Knowledge of the mission, vision, and goals of the agency/department to align work products.
45	Ability to be objective and flexible to adapt to changes in priorities and work assignments.
46	Ability to work on multiple projects and assignments simultaneously.
47	Ability to complete work under critical timelines to meet project objectives and deadlines.
48	Ability to prioritize work assignments and in-basket materials to ensure completion within established timeframes and by expected deadlines.
49	Ability to work independently, initiating follow-through with various interested parties to complete assignments.
50	Ability to plan and organize various projects including the establishment of project timelines, and requirements for successful project completion to implement projects.
51	Ability to organize systems, processes, materials, and equipment in a systematic and methodical fashion.
52	Knowledge of word processing software to prepare and format written documents.
53	Knowledge of presentation software to create presentations.
54	Knowledge of database software to store, index, and retrieve data.
55	Knowledge of spreadsheet software to organize and display data.

56	Ability to remain fair and unbiased when applying rules, regulations, and policies of state and federal programs.
57	Ability to improve technical knowledge and skills through participation in organized training and/or independent study.
58	Ability to compare procedures in practice to standard written procedures to ensure compliance.
59	Ability to identify information, materials, and resources needed to complete projects and assignments.
60	Ability to keep up-to-date on statewide and national current events related to the program area or discipline.
61	Knowledge of departmental policies and regulations regarding confidentiality.