

# Research Manager I

## Task Statements

1	Identify new and existing research (e.g., news, legislation, web searching, database) to advance understanding of the relevant areas of study.
2	Oversee the design and implementation of research strategies or hypotheses to answer or address questions pertaining to program areas.
3	Propose research studies to address questions posed by various entities (e.g., management, legislative bodies).
4	Oversee research studies incorporating quantitative research methodologies and techniques (e.g., survey, experimental and quasi-experimental designs) to address research questions.
5	Monitor and provide input on the development of procedures for the collection of qualitative and quantitative data from existing sources (e.g., local, state and federal agencies, non-governmental groups).
6	Ensure maintenance of databases containing information from departmental, local, state and federal agencies, non-governmental, and other sources to use in research projects and meet requirements of state and/or federal agencies.
7	Provide consultation (e.g., research methods, survey methodology, sampling, statistical analyses) to departmental management and divisional organizations.
8	Process data (e.g., extract, restructure, impute, edit) using various software programs (e.g., SAS, SPSS, SQL, Access, Excel) on mainframe, PC, and/or other computer systems to prepare data for analysis of studies, program development, and evaluation.
9	Perform data quality validation checks to ensure integrity and accuracy of the data.
10	Display descriptive statistics (e.g., means, standard deviation, bar graphs, charts, tables) using statistical software (e.g., SAS, SPSS, Excel, Access) for use in studies.
11	Interpret the results of quantitative statistical tests to answer questions relevant to research studies and program evaluation projects.
12	Analyze qualitative data to answer questions relevant to research studies and program evaluation projects.
13	Develop conclusions and make program and policy related recommendations based on findings from research studies in order to propose new research or address questions.
14	Create graphs, charts, and tables to convey data distributions and relationships between variables.
15	Evaluate process and outcome of departmental programs and operations to guide future program development.

16	Provide information from research studies, statistical reports, and other sources through emails, stakeholder meetings, conferences, and departmental websites.
17	Oversee and direct response to ad-hoc data requests to ensure data quality and customer service.
18	Review outgoing data to ensure confidential and sensitive data are not compromised according to state and federal laws.
19	Track and monitor the completion of mandatory reports by reviewing reports for content, quality, and format to ensure completion within necessary timelines.
20	Interpret new legislation and policies to ensure compliance within all research functions.
21	Analyze legislative bills to evaluate the impact on projects, programs, or the department.
22	Monitor project plans to include risks, alternatives, deliverable deadlines, budgets, and resources needed to achieve program goals and objectives.
23	Prepare, review, and revise work plans including the development of goals, timelines, objectives, tasks, and identifying resources needed to complete projects to ensure policy, procedural, and regulatory compliance.
24	Provide technical expertise and recommendations in specialized areas to staff, management, and outside agencies to assist in the development and analysis of programs and projects.
25	Facilitate meetings to discuss information that is necessary for program research and/or to resolve issues pertinent to the area of research.
26	Coordinate the work of others in planning, organizing, and conducting studies, including program development and evaluation projects.
27	Confer with board members, other stakeholders, or other executive members to discuss issues, coordinate activities, or resolve problems.
28	Direct, plan, or implement policies, objectives, or activities of organization/department to ensure continuing operations, and maximize efficient allocation of resources, or to increase productivity.
29	Delegate and assign work to staff based on functional areas involved, workload levels and individual expertise and skill.
30	Determine work priorities, scope of assignments, and establish deadlines to ensure objectives are met effectively and in a timely manner.
31	Prioritize the handling of problems or issues related to the progress of work projects or assignments to mitigate delays.
32	Conduct or oversee hiring to ensure adherence to Equal Employment Opportunity (EEO) regulations.
33	Serve on interview selection panels for vacant positions to decide or make recommendations to appointing authority on selection of individuals.
34	Hire new employees into the work unit to fill vacant positions and ensure adequate staff levels and expertise.

35	Oversee all operations within the office by reviewing the work of subordinate staff, and delegating assignments to ensure efficiency and compliance with organizational standards.
36	Monitor the work of subordinate employees to ensure that it meets quality, quantity, and timeliness standards.
37	Adhere to collective bargaining agreements to ensure compliance in the course of supervising represented employees.
38	Facilitate conflict resolution between staff members to achieve a harmonious, productive work environment.
39	Prepare employee performance evaluations and any other administrative reports to evaluate the work performance of staff by completing performance ratings and providing individual feedback.
40	Develop performance expectations and appraise performance and work habits to determine areas of improvement.
41	Identify and resolve employee performance problems by planning and implementing measures to improve employee performance.
42	Develop duty statements to outline expectations, procedures, and responsibilities for staff using class specifications, and management input.
43	Provide informal training to staff for successful performance to update and maintain a competent workforce.
44	Conduct training needs analyses to determine the level and type of training needed by subordinates.
45	Provide coaching to subordinate staff relating to the tasks of the job to improve performance and productivity.
46	Collaborate with Human Resources office and Legal office to determine the need for appropriate disciplinary action for employees in the unit/branch to ensure satisfactory performance of employee.
47	Train staff in data collection, analyses, and reporting using various methods (e.g., on the job training, presentation, peer feedback, formal training) to ensure accuracy, completeness, and consistency.
48	Investigate and answer questions and complaints in response to various customer service needs by providing information, program updates, and explaining policies and procedures.
49	Evaluate customer service practices of office staff by observing client/employee interactions and providing feedback on appropriateness of responses and/or actions.
50	Review statistical data and spreadsheets to track and monitor budgets.
51	Oversee the reporting of various budgets for projects, programs, or work units, to ensure appropriate coding and entry of expenditures, monitor operating expenses, and to ensure compliance with applicable budgetary guidelines.
52	Write letters, memos, and other correspondence using word processing and other software for the purpose of communicating and disseminating information.

53	Develop concept papers to explain an issue or need for changes to existing processes, procedures or methodology (i.e., scope of proposed change, advantages/disadvantages of the proposed change, and/or budget issues).
54	Write research reports for dissemination to requestors and other interested parties that include background, objectives, methodology, analysis, results, conclusions, and recommendations.
55	Write documents (e.g., white papers, issue briefs, technical briefs, fact sheets) that summarize the background, methods, results, conclusions and recommendations of studies, program development and evaluation projects for readers with varying degrees of technical expertise.
56	Read and interpret policy manuals, legislative guidelines, departmental manuals or other written materials related to relevant tasks or assignments.
57	Read literature to keep current in the latest findings in the program area.
58	Develop and deliver presentations to advise management, departmental staff, legislative bodies, governmental entities, commissions, agencies and advocacy groups on findings related to the assigned areas of research.
59	Develop and deliver informative presentations on a variety of topics (e.g., research studies, demonstration projects, program evaluations, issues, and recommendations) at conferences and meetings to audiences with varying degrees of technical expertise.
60	Participate in training and conferences to develop and maintain knowledge, techniques, skills, theory and principles, statistical analyses, research design and methodology, and computer software.
61	Advise management on program related issues, including priorities, needed resources, and timelines.
62	Develop immediate and long-range work objectives in support of the departmental mission.
63	Develop and maintain project schedules by updating and revising activity and milestone schedules, resource requirements, and other task-related information to ensure accurate, updated project information and statistics.
64	Employ continuous quality improvement and other techniques to monitor and improve customer service.