



Connecticut State Community College
Job Description
Intake and Data Manager (IDM)

Salary Level:
CCP 16 (Subject to Willis)

Date Approved/Revised:
11/30/22

POSITION PURPOSE:

The Intake and Data Manager (IDM), under the leadership of the VP of Diversity, Equity, and Inclusion works with multiple CT state units and the twelve campuses to collect, analyze, and report on inclusion and equity related data. This includes but is not limited to being accountable for ensuring that all EEO/DEI/Equity Officers (including those on the 12 campuses) are properly populating and effectively using the DEI/EEO case-management database. In addition, the IDM works with EEO/DEI Staff to prepare grant proposals, and state/federal reports (e.g., affirmative action, Title IX, OCR audits) for submission. This position also serves as the point of contact for individuals wanting to file a Civil Rights grievance.

SUPERVISORY AND OTHER RELATIONSHIPS:

The IDM serves as a first point of contact for students, faculty, and staff seeking to file a Civil Rights grievance. This usually includes providing support to fill grievance form, as well as making jurisdictional and Title IX checks before sending the grievance to the appropriate investigative process.

As a member of the DEI/EEO Team the Intake and Data Manger (IDM) works will all DEI/EEO Officers to ensure that everyone uses a data/research centered approach to their work. In addition, the IDM works with key leaders from other units (e.g., IR, HR, IT, Student Services) to develop and track key success matrixes for the DEI/EEO. The IDM is responsible for the cyclical and procedural processing and analysis of all the unit's data and information transactions. This position may also on occasion manage and direct staff and consultants.

MAJOR ACCOUNTABILITES:

The Intake and Data Manager is accountable for these duties through effective performance in these essential functional areas:

- A. Customer Service
- B. Case and Accommodation Database
- C. Analyzing, preparing, and presenting DEI data
- D. Grant and Report Writing
- E. Ensure successful deployment of organizational climate surveys.

EXAMPLES OF DUTIES:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- A. *Customer Service* - The IDM serves as a first point of contact for students, faculty, and staff seeking to file a Civil Rights grievance. This usually includes providing support to fill grievance form, as well as making jurisdictional and Title IX checks before sending the grievance to the appropriate investigative process.
 - a. Serve as point of contact for Civil Rights grievances
 - b. Provide support for anyone filing a grievance, this at times will include the verbal taking complainant statements and synthesizing it on the grievance forms.
 - c. Conduct jurisdictional analysis
 - d. Enter all intakes into Case or Accommodation databases

- B. Case and Accommodation Database Management and quality control - This accountability includes such essential tasks as:
- a. Assist in the development, management, and quality control of DEI/EEO case and accommodation databases.
 - b. Monitor and report data trends to the VP of DEI, and relevant administration, staff, or committees.
- C. Analyzing, preparing, and presenting DEI data. This accountability includes such essential tasks as:
- a. Facilitates continuous improvement based on documented data trends.
 - b. Partners with key leaders from other units (e.g., HR, IT, Student Services) to develop and track key success matrixes for the DEI/EEO.
 - c. Training and providing technical assistance
- D. Grant and Report Writing. This accountability includes such essential tasks as:
- a. Prospecting funding opportunities
 - b. Coordinating response to RFPs
 - c. Supporting DEI/EEO staff with the development and submission of state and federal reports.

PROFESSIONAL PARTICIPATION AND DEVELOPMENT

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at, committee, staff, informational and professional meetings.

Ability to keep information confidential is of significant importance for this position

QUALIFICATIONS:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills, along with strong information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). Incumbents are required to have demonstrated advanced knowledge and abilities in the following:

- Case or employee database development, maintenance, and reporting experience.
- Civil Rights Compliance and Investigation experience.
- Ability to work with technical and non-technical personnel at various levels of the CSCU organization and communicate technical information in a clear and concise manner with demonstrated ability to modify content based on the audience.
- Strong interpersonal, oral, and written communication skills, with the ability to deal effectively with a wide variety of individuals from diverse backgrounds and provide quality customer service.
- Strong decision-making and problem-solving skills, including the ability to collect and analyze information.
- Ability to interact with cross functional teams to exchange information, share ideas, and create a positive and productive team dynamic.
- Ability to maintain confidentiality.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a bachelor's degree in social sciences, social work, Human Resources Management, Public Administration, or a related field and one to four years of related experience including prior experience in the principles, practices, and techniques of data analysis; or a combination of education, training and experience which would lead to the competencies required for successful performance of the position's essential duties.

WORK ENVIRONMENT

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to CT-State Campuses, as well as state, or national meetings and conferences.