Job Title	Workforce Development Data, Reporting, and Perf. Manager
PVN ID	LA-2403-006181
Category	Administrative Services
Location	LAGUARDIA C. C.
Department	Workforce Development
Status	Full Time
Annual Salary	$70,000.00 - $70,000.00
Hour(s) a Week	35
Closing Date	Jul 24, 2024 (Or Until Filled)

General Description

The Workforce Development Department prepares New Yorkers to begin and advance their careers through a variety of certificate education and training programs. Based in LaGuardia Community College's Division of Adult and Continuing Education, programs follow an industry-informed, student-centered, career pathways approach and span sectors such as healthcare, technology, construction, and more.

Reporting to the Senior Director of Workforce Development, and coordinating closely with the Program Directors and Managers across the department, the Workforce Development Data, Reporting, and Performance Manager is responsible for the collection, analysis, and reporting of student and program data and outcomes, including student satisfaction, demographics, enrollment, successful completion, industry credential attainment, internship, employment, entry into college, and more. This will include reporting to the college, division, department, and program leadership, as well as to several dozen grant funders. The Workforce Development Data & Reporting Manager will collaborate closely with IT and ACE Enrollment Management to develop a local reporting database that meets the department's reporting needs, as well as to improve, consolidate, and standardize the reports available through the division's student information system. The Workforce Development Data & Reporting Manager will develop processes, solutions, and training for staff to facilitate the efficiency, accuracy, and accessibility of collecting, analyzing and reporting student and program performance data.

Key Responsibilities:

- Manage the Workforce Development Department's system and processes for collecting, analyzing, and reporting student data and program performance outcomes. Identify gaps and come up with strategies to improve data collection, analysis, and reporting. Develop training, guides, and processes to help the team collect accurate and complete data in a timely fashion, and follow-up with the appropriate individuals as needed to ensure that this occurs.
- Collaborate closely with IT and ACE Enrollment Management to develop a local reporting database that meets the department's reporting needs, as well as to improve, consolidate, and standardize the automated reports available through the division's Student Information System. Work with IT and program

managers to ensure that key performance indicators for programs are able to be properly captured in the Student Information System. Work with the team to ensure that they are able to enter the needed information into the Student Information System as well as pull the reports that they need for program operations and continuous quality improvement as well as reports to funders.

- Pull reports on student and program performance for funders and for the department, division, and college leadership, including a comprehensive quarterly report. Become familiar with reporting requirements and systems of various grant funders, both public and private, and submit reports on student and program performance ahead of deadlines. Respond to inquiries from funders, leadership, the press, employer partners etc for program and department outcome data.
- Continuously strive to improve the quality and accuracy of student and program performance data. Look for gaps as well as inconsistencies and work to correct these and to improve systems and processes so that they do not occur in the future.
- Work with IT and the team to ensure that student privacy is protected and that the department's data collection, storage, and reporting processes align with college policies around the protection of student data and FERPA regulations.
- Create reports that are helpful to the team for continuous quality improvement. Support the team to become familiar with the data and to feel comfortable using it to understand and improve their programs on a regular basis.

Other Duties

- Other duties as needed.

Qualifications

- Associates Degree and 8 years' related experience or Bachelor's degree and 5 years experience in a performance management, data management, or program management role
- Experience with the collection, analysis, and presentation of data for organizational improvement
- Experience with reporting for grant funders
- Experience with process improvement
- Experience working collaboratively across multiple teams and departments
- Ability to multi-task and to manage workload across multiple programs
- Excellent customer service and interpersonal communication skills
- Experience working with diverse sets of stakeholders and customers
- Highly organized and proactive problem-solver
- Collaborative team player
- Attention to detail
- Proficiency utilizing Excel, Access, and other databases
- Passion for workforce development and higher education