



**JOB TITLE:** Director, Data, Analytics & Student Feedback

**LOCATION:** Hybrid (Anaheim, California; Remote)

**STATUS:** Full Time, Exempt

**STARTING SALARY & BENEFITS:** \$85,000 - \$95,000/year (commensurate with experience) plus a comprehensive benefit package

## **TGR FOUNDATION**

For more than 25 years, TGR Foundation has worked to create a world where opportunity is universal and potential is limitless. With an unwavering commitment to impact youth from under-resourced communities, its mission is to empower students to pursue their passions through education. TGR Foundation helps students connect passion with purpose through signature programs focused on in-person, project-based learning, skills development, college access, career readiness and educator professional development. For more information, visit [tgrfoundation.org](http://tgrfoundation.org) or connect with the organization on [Facebook](#), [Twitter](#) and [Instagram](#).

## **OVERVIEW**

Reporting to the President of TGR Learning Labs and national programs, the Director of Data, Analytics and Student Feedback will be primarily responsible for establishing a high-quality measurement capability at TGR Foundation. This includes creating in-house monitoring capabilities (data capture, database architecture, etc.) and data analysis (data cleaning, synthesis, visualization, etc.), with a specific focus on student feedback (and using perceptual feedback data to continuously improve programs and the experience of the student).

The Director of Data, Analytics & Student Feedback must possess technical competence and be comfortable engaging with students from primarily under-resourced communities and their families along with the senior leadership team of the organization and other key stakeholders.

## **KEY RESPONSIBILITIES**

### **Data Collection**

- Develop survey instruments to gather relevant and accurate data from stakeholders (e.g., students, parents, educators, program partners, etc.)
- Oversee the deployment of programmatic surveys and data collection efforts, including incentives to increase participant response rates
- Provide guidance and training to team members on data collection best practices and survey administration
- Refine survey instruments and delivery methods based on collection experiences, feedback from internal and external stakeholders and outcomes
- Manage multiple projects simultaneously, adhering to timelines and accomplishing objectives
- Establish performance metrics to track the impact of data-driven improvement efforts
- In collaboration with the Administration and Operations team, calibrate all databases and systems to ensure fluid survey delivery, data collection and data analysis
- Receive and integrate data received from external parties (e.g., school districts, industry partners, etc.)



- Collect and aggregate socio-demographic information from public sources

### **Data Analysis & Communication**

- Conduct in-depth data analysis to extract actionable insights from survey responses
- Aggregate and disaggregate data according to the use-case
- Compose clear reports that highlight key findings from surveys after every program session (i.e., fall, winter, spring and summer) and annually
- Recommend data-driven improvements and collaborate with teams throughout the organization to create actionable implementation plans
- Lead data forums and one-on-one meetings to ensure team members understand the data-driven rationale behind programmatic changes and/or data collection methods
- Coordinate with the senior leadership team to ensure that feedback received from stakeholders is considered during strategic planning processes
- Inform survey participants about how their feedback was utilized

### **Administration & Operations**

- Ensure the integrity and accuracy of all collected and reported data
- Create resources, guides and toolkits to assist others with the development of effective survey instruments and the implementation of data-driven improvements
- Assist the President of TGR Learning Labs and national programs in drafting, executing and fulfilling data sharing agreements with partnering institutions
- Promote a culture of feedback, learning and continuous improvement throughout the organization

## **REQUIREMENTS**

### **Education & Experience**

- Three to five years of experience designing and executing surveys, aggregating and analyzing data and developing and implementing data-driven improvements
- Proven track record of successfully implementing data-driven initiatives that led to positive outcomes
- Relevant Bachelor's degree (data science, sociology, psychology, etc.) or equivalent experience preferred
- Experience working in a nonprofit, philanthropic and/or community-based organization preferred
- Familiarity with TraxSolutions and Salesforce preferred

### **Skills**

- Excellent data analysis skills, including the use of data analysis software and the ability to translate data into actionable insights
- Proficient with survey design tools and data collection platforms
- Exemplary attention to detail, especially with regards to data accuracy and integrity
- Knowledge of best practices in continuous improvement methodologies
- Strong communication and interpersonal skills, and a firm grasp of business communications etiquette; ability to successfully engage with a wide array of people



- Advanced problem-solving and critical-thinking abilities
- Excellent self-management practices, including the ability to work independently and to strategically prioritize projects to meet deadlines
- Adaptability and the ability to thrive in a dynamic environment
- Demonstrated leadership and collaboration skills
- Receptivity to constructive feedback and a willingness to make edits to materials, often with short turnaround times
- Proficient with Microsoft 365 applications (i.e., Word, Excel, PowerPoint, Outlook, etc.)

### **Miscellaneous**

- Ability to work 40 hours a week, Monday through Friday; flexibility to adjust working hours to align with programmatic needs
- Must have the ability to work from the TGR Learning Lab in Anaheim, CA, or the TGR Foundation national office in Irvine, CA, when needed by the President of TGR Learning Labs and national programs.
- Commitment to the mission of TGR Foundation, its vision, its core values (start with passion, own it, create synergy, drive change and embrace diversity) and the individuals the organization serves

### **TO APPLY**

Please submit the following materials via email to Ida Tirimba ([itirimba@tgrfoundation.org](mailto:itirimba@tgrfoundation.org))

- Cover Letter
- Resume

No phone calls please.

**TGR Foundation is proud to be an Equal Opportunity Employer.**

*This job description is illustrative of duties typically performed by this job; it is not intended to be an exhaustive listing of every job responsibility. Because job responsibilities may change from time to time, TGR Foundation reserves the right to add and/or remove job responsibilities from this position at any time.*