

Position Description

Research Assistant

David P. Weikart Center for Youth Program Quality

An operating unit of the Forum for Youth Investment

TITLE: Research Assistant

SUPERVISOR: Manager, Performance Information and Data Products

PURPOSE: The Research Assistant will support the research team in providing performance information and data products to clients. Primary focus will be on the quality of client experience with Weikart Center on-line technologies for data collection and reporting. The ideal candidate will combine strong customer service skills with basic research understanding and a comfort teaching others how to use on-line platforms and software. The position will be based in the Weikart Center's Ypsilanti, Michigan office.

Organization & Project Background

The Forum for Youth Investment is a nonprofit, nonpartisan "action tank" dedicated to helping communities and the nation make sure all young people are ready by 21: ready for college, work and life. Informed by rigorous research and practical experience, the Forum forges innovative ideas, strategies and partnerships to strengthen solutions for young people and those who care about them. A trusted resource for policy makers, advocates, researchers and program professionals, the Forum provides youth and adult leaders with the information, connections and tools they need to create greater opportunities and outcomes for young people.

The Forum manages a number of centers and partnerships, including the **David P. Weikart Center for Youth Program Quality**, Big Picture Approach Consulting, the Children's Cabinet Network and SparkAction. The core work of the Forum is helping leaders, organizations, partnerships and systems – at the local, state and national levels – assess, improve and align their practices and policies.

The Weikart Center is a fast-paced, dynamic unit that pursues an ambitious and strategic agenda of research, design, and demonstration. The Center's mission is to support public and private agencies to implement quality improvement and performance systems that simultaneously foster professional learning and whole-child development to improve social sector outcomes. The Center's core products and services are currently used in over 4,000 out-of-school time settings nationally and form the basis for quality improvement systems in over 105 publicly and privately funded systems. For more information visit www.cypq.org.

The Forum is a thriving organization with an annual budget of approximately \$8.16 million and more than 45 staff. While the Forum overall is funded by a mix of foundations and corporations with a growing fee-for-service contract base, the Weikart Center is funded predominantly (80+%) by fee-for-service contracts. For more information, please visit <http://www.forumfyi.org/>

Position Responsibilities

- Respond to customer queries and deliver technical assistance to a wide variety of external and internal clients across a wide range of projects using email, fax, phone, and mail correspondence.
- Support the Scores Reporter Online platform and other on-line survey platforms by providing webinar based training, consistently tracking and responding to helpdesk tickets, and making sure requests and their resolutions are handled in a timely manner.
- Maintain positive relationships and deliver excellent service to both external and internal customers.
- Assist with coordination and oversight of data collection including survey administration and observational assessment data.
- .Construct, clean, and maintain organized data sets according to Weikart Center data management and data security protocols.
- Assist in troubleshooting and implementing new technology and systems.
- Perform other duties as assigned.

Performance/Character Requirements

The successful applicant will be a highly motivated, technologically savvy and client-focused person who takes initiative and can meet deadlines with competing time lines. Strong organizational skills and a keen attention to detail are imperative.

Qualifications

A Bachelor's degree and interest in child/youth development are required. Preferred applicants will have academic coursework or professional experience in the areas of on-line technology and survey research. In addition, the successful candidate will have:

- A demonstrated ability to deliver superior client service, preferably in a technology- or research-related application.
- Interpersonal skills that include: patience, courtesy, passion for helping people succeed with technology, strong verbal and written communication.
- Strong organizational skills including attention to detail, accuracy, and time management.
- Basic competence with data, e.g., use of Excel, SPSS or other statistical software, and some experience with data collection.
- Proficiency in a variety of technologies, including: the advanced features of Outlook, Microsoft Office Suite (i.e., Excel, Word, Access, and PowerPoint), survey software (e.g., Qualtrics, Survey Monkey), web-based conferencing tools (e.g., ReadyTalk, GoToMeeting).
- High integrity and strictly adhere to organizational policies when dealing with access to restricted and/or highly confidential information.

Working Environment

Flexibility is required to adapt to the dynamic work environment of a small non-profit research and consulting organization that has national clients and exposure. The climate is informal but mission-driven. Excellence is valued in every position.

Position & Compensation

The salary range, duties and responsibilities of this position meet the requirements of Section 13 (a) (1) of the Fair Labor Standards Act and therefore qualifies as an "exempt" position. The Research Assistant will be based in the Weikart Center's Ypsilanti, MI office.

Submit a resume and cover letter with salary requirements to jobs@cypq.org.