

Code: 3585  
Health and Welfare Service  
Medical and Social Service Group  
Social Service Series

**CLASS TITLE: Coordinator of Research and Evaluation**

**CHARACTERISTICS OF THE CLASS:** Under general supervision, the class coordinates and conducts research studies of departmental programs and services; and performs related duties as required.

**ESSENTIAL DUTIES:** Designs and conducts studies and surveys to collect data regarding the quality, effectiveness and cost benefits of programs, services and resources; monitors and reports to management on customer service complaints and satisfaction levels; interprets collected data and prepares reports detailing findings and making recommendations for improvements; monitors the effectiveness of program changes and recommends modifications as needed; researches programs and services provided by other cities and agencies and recommends incorporating best practices into existing programs; works with city departments, public and private agencies and other service providers to coordinate data collection, tracking and reporting procedures and to improve the sharing of research data; reviews procedures utilized in evaluating department services to ensure that appropriate methods are used; determines the need for new evaluation techniques and develops them as required; develops computer databases to generate reports for program evaluation.

**RELATED DUTIES:** Writes proposals and completes grant applications to obtain funding for research projects; may participate in program development and monitoring of grant funded projects; may supervise staff engaged in conducting research studies and analyzing data.

**MINIMUM QUALIFICATIONS:**

Training and Experience. Graduation from an accredited college or university with a Master's degree in Research, Business Administration, Urban Planning or a related field supplemented by four years of progressively responsible research experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Considerable knowledge of research methods, analysis and techniques. Considerable knowledge of departmental programs and services. Considerable knowledge of statistical methods and procedures.

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**CLASS TITLE: Coordinator of Research and Evaluation (Cont'd)**

Ability to design and conduct research studies. Ability to analyze, monitor and evaluate program effectiveness. Ability to prepare narrative and statistical reports.

Good skill in the application of research methods and techniques. Good analytical skills. Considerable skill in conducting research and preparing reports. Good oral and written communication skills.

Working Conditions: General office environment.

Equipment: Standard office equipment including personal computers.

NOTE: While the list of essential duties intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

February, 2003  
City of Chicago  
Department of Personnel