



## **DIRECTOR, OFFICE OF RESEARCH AND INSTITUTIONAL ACCOUNTABILITY**

Office: Executive  
Status: Exempt – Executive  
Grade: 57E

### **ORGANIZATIONAL RELATIONSHIPS**

Reports to: Chief Operating Officer or other Chief Executive assigned  
Supervises: Staff as assigned

### **DEFINITION**

The Office of Research and Institutional Accountability (ORIA) is responsible for ensuring excellence, efficiency, accountability, and compliance in State Bar operations, as well as serving as the Bar's primary source for research and data analysis. The Director, ORIA (DORIA) serves under the general oversight of the Chief Operating Officer or designee, and is responsible for overseeing, planning, organizing and directing institutional program evaluation, research, data collection and analysis, internal performance and fiscal audits, and overseeing the implementation of special projects as assigned. The DORIA is a member of the State Bar's Senior Executive Team and serves as an internal management resource for continuous institutional organizational improvement, collaboration, accountability and professionalism through the use of data, statistical, financial, and program analysis. The DORIA may also oversee other functions as assigned.

### **MAJOR DUTIES & RESPONSIBILITIES**

1. The DORIA is responsible for developing and implementing a data collection and research plan for all major program areas of the State Bar, to include fiscal and operational analyses, and outcome evaluation.
2. The DORIA serves as a member of the Senior Executive Team (SET) and establishes and maintains effective working relationships with colleagues within the State Bar and professional relationships with external constituencies of the State Bar.
3. The DORIA is responsible for overseeing the extraction, transformation and analysis of data from the State Bar's information systems, to support institutional performance analysis and program evaluation.
4. The DORIA is responsible for developing and implementing an internal performance and financial audit plan to ensure that the State Bar's core functions are being performed efficiently and effectively, and in compliance with all governing mandates.
5. The DORIA is responsible for overseeing the implementation of special projects, particularly those crossing multiple units or Departments within the Bar, to include, in the

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near term, Workforce Planning and Compensation Studies, workforce composition and distribution changes resulting from those studies, institutional records management, and case management system initiatives. The DORIA is also responsible for staffing critical Board of Trustee or Executive Office efforts, to include, in the near term, the Governance in the Public Interest Taskforce.

6. In collaboration with the Office of Communications and Stakeholder Engagement, the DORIA formulates and effectuates a communication strategy regarding the State Bar's data collection and analysis, continuous improvement, and internal audit efforts, and responds to related inquiries from Executive Staff, Board Members, the Judiciary, the Legislature, the Governor's Office, and other stakeholders.
7. The DORIA is responsible for managing and supervising subordinate staff including a mix of administrative support, analytical, and technical staff, in a manner that is consistent with governing labor agreements and State Bar policy. In addition, the DORIA is responsible for managing and directing the work of contractors and consultants, in accordance with State Bar policies.
8. The DORIA assumes other related duties and responsibilities as assigned.

### **KNOWLEDGE & SKILLS**

1. Advanced principles of program evaluation, policy assessment and implementation.
2. Advanced principles of office management, budgeting, administration, and supervision.
3. Advanced principles of problem identification, analysis and resolution.
4. Advanced principles of public relations/customer service.
5. Advanced principles of board and committee administration.
6. Principles of effective oral and written communication.
7. Principles of effective writing and verbal presentations, including public speaking.
8. Advanced principles of data analysis.
9. Principles of business process reengineering.
10. Principles of institutional management.
11. Advanced principles of organizational behavior and conflict resolution.
12. Principles of financial and public policy analysis and research.
13. Principles of effective institutional communication in dealing with different constituencies.
14. Advanced principles of effective personnel management in a union environment.
15. Principles of government relations.

### **ESSENTIAL ELEMENTS / ABILITY TO**

1. Receive and relay detailed information through verbal and written communication.
2. Communicate clearly and effectively in oral and written formats.
3. Travel by air and automobile.
4. Review and analyze complex written documents.
5. Speak publicly to large groups of people.
6. Perform under stress and adopt effective courses of action.
7. Effectively interact with others.
8. Effectively address conflict.

### **MINIMUM QUALIFICATIONS**

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1. Bachelor's Degree in public policy, business administration or equivalent academic achievement;
2. Minimum ten (10) years of progressively responsible experience in business process reengineering, data collection and evaluation, research, or performance or financial auditing in a public sector, legal or nonprofit environment, or equivalent;
3. Minimum five (5) years senior level management/supervisory experience with personnel and budget responsibilities;
4. Master's Degree in a related field, or a Juris Doctorate, may substitute for up to two (2) years of experience; and
5. Facility with database-driven management reporting systems.

*Revised February 2016*