

ILLUME

JOB TITLE: Research Analyst

STATUS: Exempt, 40 hours per week

WORKS UNDER: Intermittent Supervision

JOB SUMMARY:

The Research Analyst conducts thoughtful and rigorous research and analysis using methodologies such as survey research, statistical modeling, ethnography, and other qualitative and quantitative research methods. The Research Analyst works with direction from ILLUME's leadership team to successfully deliver rigorous analysis and expert consulting services to our clients.. The Research Analyst contributes to data collection, data analysis, and reporting to support translating complex research findings into specific and actionable recommendations. The Research Analyst applies sound and appropriate methods to data collection and analysis while maintaining a critical eye to safeguard data integrity and project quality.

PRIMARY RESPONSIBILITIES:

The Research Analyst's responsibilities may include but are not limited to the following. Note that the description is inclusive of most of the activities in which Research Analysts may participate, however some Research Analysts may focus more on qualitative or quantitative research methods.

1. Data collection which may include in-depth interviewing, observation, secondary research, surveys including using Qualtrics, querying databases, aggregating data from multiple sources, finding and accessing third-party datasets, such as U.S. Census data.
2. Study design which may include identifying research questions and appropriate methods. Methods may include qualitative or quantitative approaches such as: secondary research, ethnographic methods, survey research, sample design and sample implementation, modeling, or statistical analysis.
3. Instrument design for qualitative and quantitative approaches such as: designing survey instruments, programming and testing surveys; drafting focus group and in-depth interview guides.
4. Data analysis may include analysis of survey data; unstructured data from in-depth interviews, focus groups, immersions, ethnographic observations, and open-ended survey data; billing and meter data. Data analysis starts with applying appropriate and careful data cleaning techniques. Analysis includes calculating and interpreting basic statistics (e.g. frequencies, means) and relationships (e.g. correlations, simple models) in quantitative data and summarizing qualitative data and formulating key findings from qualitative data.
5. Data quality including reviewing data for accuracy, errors, and completeness, and ensuring accuracy of all reported results.
6. Data management including organizing and managing data sets using Excel, statistical software including R, and other data management tools. Data sets may include customer lists, census data, meter data, and survey responses, in-depth interview responses, focus group notes, and field research notes.

7. "Telling the story" of research data to effectively interpret and convey the key take-aways of various research activities in a way that is actionable and relatable to a general, less technical audience. This can include developing reports in survey or other analytics software, creating graphics to visually display findings, and contributing to high quality written reports and presentations on findings.
8. Clear written and verbal communication to the project manager while driving work forward independently. Communications include: frequent project updates, weekly priorities, identification of items that need deeper discussion, etc.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

COLLABORATION:

Collaboration is the minimum standard at ILLUME. Team members build trust through regular, open, and honest communication and by working together across the company to ensure the success of every project. By working together we create the momentum to accomplish our company objectives and together attain exceptional results.

REQUIRED EDUCATION:

Bachelor's degree in relevant area of study such as statistics, mathematics, sociology, economics, environmental science, psychology, or policy.

REQUIRED QUALIFICATIONS:

- Industry or related experience in utilities, policy, energy efficiency, market research, and/or energy program design and planning
- Experience in data analysis and interpretation
- Experience in survey design for telephone, mail, and internet and/or experience with ethnographic research, focus groups and open ended interviewing
- Experience with sample design
- Experience with Qualtrics or other survey software.
- Prior experience with data organization, quality control, manipulation, and basic statistics (Stat, R, SPSS, SAS, or other statistical software)
- Superior verbal and written communication skills, demonstrating clarity and conciseness
- Intermediate experience with Microsoft Excel, Word and PPT
- A clear history of working on multiple tasks/ projects within established timelines
- Tireless attention to detail in all prior experience (academic and professional)
- A history of successful, creative problem-solving
- Demonstrated ability to prioritize effectively in the face of multiple and shifting priorities, with the ability to switch between complex analytical thinking and attending to mundane tasks without compromising quality or losing one's focus
- Demonstrated independent decision-making experience with solid judgment
- Presentation skills

WORKING CONDITIONS:

The Research Analyst will work in an office setting the majority of the time. This position requires sitting (or standing) for long periods of time at a computer; and communicating by telephone and email. Dress code at ILLUME is business casual (“pulled together”). This position requires occasional travel.

CULTURE AND COMMITMENT AT ILLUME:

ILLUME invests in its staff as a long-term and mutual investment. At ILLUME, we’re committed to building a valued business and rewarding careers while also maintaining healthy personal lives.

At ILLUME we create actionable insights out of the seemingly unpredictable behavior of people, businesses and markets using advanced data analytics and tactical consulting. We empower sustainable and resilient communities through illuminating analytics and bold insights.

ILLUME does not discriminate in its employment practices with regard to age, ancestry, arrest record, color, conviction record, creed, cultural background, disability, ethnicity, gender, gender identity or expression, marital status, military obligations, national origin, race, sex, or sexual orientation.