Job Title	Manager of Impact and Evaluation
PVN ID	JJ-2509-007034
Category	Managerial and Professional
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
Department	Institute for Justice and Opportunity
Status	Full Time
Annual Salary	$65,000.00 - $70,000.00
Hour(s) a Week	35
Closing Date	Nov 23, 2025 (Or Until Filled)

General Description

The Manager of Impact and Evaluation designs and manages salesforce to measure program effectiveness and organizational impact, with a focus on higher education and correctional facilities. They ensure data is collected, analyzed, and translated into actionable insights that strengthen accountability, guide strategy, and improve outcomes. The ideal candidate is detail-oriented, analytical, and skilled in program evaluation, data management, and reporting, with the ability to translate findings into clear recommendations. They thrive in collaborative environments, communicate effectively with diverse audiences, and bring a strong commitment to equity, continuous learning, and organizational improvement.

ABOUT THE INSTITUTE:

As a champion of institutional, structural, and personal transformation, the John Jay College Institute for Justice and Opportunity (The Institute) opens doors and eliminates barriers to success for people who have been involved in the criminal legal system. The Institute is one of twelve research entities that collectively comprise the Research Consortium of the John Jay College of Criminal Justice. The Institute has a diverse portfolio of projects that focus on identifying what it takes for people to live successfully in the community after justice involvement and on increasing the effectiveness of the professionals and systems working with them. Recognizing the transformational power of education, the Institute focuses much of its work on increasing access to higher education for people with criminal histories. The Institute's comprehensive and strategic approach includes direct service, research, technical assistance, and policy advocacy. To learn more please visit our website: https://justiceandopportunity.org/

Other Duties

Project Management

- Partner with the Director of Finance and Operations to oversee the development and implementation of

the Salesforce database that supports programs across the Institute.

- Define project scope and objectives, develop and manage detailed schedules and plans, allocate resources, and provide stakeholders with regular updates on strategy, progress, and adjustments.

Salesforce System Administration

- Serve as a primary system administrator for the Salesforce environment.
- Configure and maintain custom objects, record types, fields, page layouts, data validation rules, triggers, custom workflows, approval processes, and within Salesforce.
- Manage user roles, profiles, security, and access settings across training and production environments.
- Partner with consultant with lead internal data builds, frameworks, and modeling, while overseeing data cleaning, preparation, and migration from Excel spreadsheets into the Salesforce database.
- Manage data integrations and loads while monitoring database use to ensure consistent, high-quality data.
- Provide one-on-one and departmental training to teach staff across the organization to use the Salesforce CRM.

Impact and Reporting

- Collect, analyze, and prepare program data and analytics for leadership, program teams, funders, and external audiences, including reports, proposals, newsletters, events, and the Institute's website.
- Design and manage data collection tools (applications, intake, assessments, service delivery, evaluation/feedback forms) to ensure consistency and accuracy across programs and events.
- Develop and maintain dashboards for leadership and program staff to support real-time decision making.

Program Evaluation

- Design and implement evaluation plans to measure program effectiveness, outcomes, and long-term impact.
- Define and track metrics and KPIs, ensuring data accuracy, integrity, and consistency through strong QA processes.
- Conduct regular and ad hoc analyses of program offerings, registration, and outcomes; deliver clear reports, dashboards, and presentations to staff and leadership.
- Establish and oversee QA protocols for data collection, entry, and reporting to strengthen reliability across the Division.
- Collaborate with program teams to interpret findings, integrate QA-driven insights into planning, and build staff capacity in data literacy and continuous improvements.
- Other duties as assigned.

Qualifications

- Bachelor's degree required in education, public administration, or related field preferred. Minimum of 3 years of experience in research, monitoring, and evaluation
- Experience in Salesforce administration, configuration, and data management
- Strong skills in data cleaning, merging, analysis, and reporting using Excel and
- statistical software
- Experience designing and implementing program evaluation plans, metrics, and QA processes

- Excellent communication skills with the ability to translate data insights for diverse stakeholders
- Demonstrated ability to manage projects, set priorities, and build staff capacity in data literacy and systems use

Please submit cover letter and resume.