

MANAGER, DATA ANALYTICS AND PROGRAM EVALUATION

The Attorney Registration and Disciplinary Commission (ARDC) is seeking a dynamic, mission-driven and analytically minded individual to serve as **Manager, Data Analytics and Program Evaluation**. This newly-created position offers a unique opportunity to shape how the ARDC uses data to strengthen the design, evaluation, and effectiveness of its programs.

Under the direction of the Illinois Supreme Court, the ARDC registers and supports attorneys, produces and delivers innovative education and outreach programs, and provides restorative services. Through thorough investigations of complaints and fair proceedings, we address allegations of attorney misconduct and unauthorized practice of law. We ensure accountability while also advocating for those harmed by misconduct.

This pivotal role will support the development and evaluation of data to advance ARDC's initiatives, providing insights that will assist in informing agency-wide decision making. Key responsibilities include:

- Develop and implement a data analytics framework that aligns with ARDC's strategic objectives.
- Identify key performance indicators (KPIs) and create metrics to measure program effectiveness and service impact.
- Collect, manage, and analyze data from ARDC's case management system, CRM (iMIS), and other internal data platforms.
- Interpret trends and generate insights to improve operational efficiency, service delivery, and long-term planning.
- Conduct both descriptive and predictive analytics to support decision-making and future program development.
- Partner with internal teams and external stakeholders to improve data quality, integration, and reporting.
- Ensure data accuracy, consistency, and compliance with best practices in data management.
- Present findings and recommendations through reports, dashboards, and presentations tailored to different audiences, including clear, compelling data narratives for legal professionals, ARDC staff, and external partners.
- Develop innovative approaches to data collection and continuously evaluate and refine methodologies to enhance efficiency and effectiveness.

Qualifications:

- Bachelor's degree in data science, statistics, social sciences, public administration, business analytics, public policy or a related field (Master's preferred).
- At least 5 years of progressively responsible experience in data analytics, program evaluation, or a related role.
- Demonstrated experience using data to drive strategic or operational improvements in a mission driven or regulatory setting is highly valued.

- Proficiency in data visualization, analytics tools, and CRM systems (experience with iMIS or legal/regulatory data a plus).
- Ability to translate data insights into actionable recommendations for leadership and stakeholders.
- Strong problem-solving and critical-thinking skills, with attention to detail.
- Excellent communication skills, with experience presenting complex data in a clear and accessible way for diverse audiences.
- Familiarity with predictive modeling and trend analysis is a plus.

The ARDC is committed to a culture of diversity and inclusion. We offer a hybrid schedule, a congenial work atmosphere, and an excellent benefits package detailed in the following link: [ARDC Benefits](#). Salary will be determined based on the candidate's experience and qualifications, within the range of \$100,000 to \$150,000. Exceptional experience may warrant consideration at the higher end of the range.

Interested parties should send a letter and resume to employment@iarcd.org