

Market Title / Job Code	Survey Specialist Associate / 103327 / Step 3	Notes
<p>Survey Specialist Associate General Description</p> <p>Step 3 Description</p>	<p>Under direct supervision, assists project and unit team members with all phases of survey project preparation and implementation, including pre-production, production management, project deliverables, and documentation. Assists with questionnaire development, including scripting survey instruments, testing survey instruments, and summarizing testing protocols and results. Conducts pretest and pilot interviews. May supervise temporary staff completing data collection tasks, ensuring that protocols are consistently applied. Under FLSA, incumbents in this position are nonexempt.</p> <hr/> <p>Assists managers in all phases of survey projects and/or operations, supervises contingent staff, and coordinates sub-projects and/or small operations units (e.g. work shifts).</p>	
Competency: Development of Self/Others	<p>Develops self with guidance; Takes initiative to develop self.</p> <p>Combines input from immediate supervisor with observations of co-workers' activities to gain more skills and identify potential new learning opportunities. Examples may include:</p> <ul style="list-style-type: none"> • Seeks information about the organization's processes and standards from others in organization besides supervisor • Acquires understanding of and applies the organization's processes and standards for leading small teams that work on task assignments • Provides effective coaching to contingent staff members to help each successfully complete task assignments • Shares information with less experienced staff about the organization's processes and standards for carrying out tasks 	
Competency: Communication	<p>Communicates clearly and effectively with individuals; Communicates correctly and knowledgeably with individuals.</p> <p>Effectively communicates with all work group members engaging non-verbal as well as verbal and writing skills including chooses appropriate frequency for communications. Examples may include:</p> <ul style="list-style-type: none"> • Expresses self non-verbally showing respect, attentiveness and understanding 	
Competency: Accountability/Leadership	<p>Demonstrates knowledge of the primary mission of the organization; Applies understanding of primary constituency groups in the organization; Positively participates in change; Assists implementation of change; Learns what is expected to do the job well; Understands what is expected to do the job well.</p> <p>Demonstrates understanding and support of organization's mission and takes responsibility for small work group schedules, assignments, productivity compliance and quality compliance. Examples may include:</p> <ul style="list-style-type: none"> • Understands and accepts accountability for own and others' safety on the job • Sets and measures small work group's performance against goals and evaluates results 	

Competency: Management	<p>Develops and maintains positive relationships; Maintains positive relationships inside and outside of work group; Prevents and solves simple problems seeking help when required from colleagues and management; Provides necessary attention to solve different level problems often multitasking to solve moderate level problems; Establishes and maintains effective relationships with internal and external clients in a manner that provides satisfaction within resources; Consistently meets the organization's expectation for exemplary client service.</p> <p>Independently writes and manages work plans for own assigned activities and receives some guidance from senior managers while learning to develop plans for activities assigned to other work group members and may supervise shifts of contingent staff members. Examples may include:</p> <ul style="list-style-type: none"> • Uses diplomacy when introducing organizational policies that set parameters for activities • In consultation with supervisor, defines then implements steps for tasks to be completed by self and a small work team • In consultation with supervisor, determines budget items and estimated costs required for assigned tasks • Interviews candidates and recommends hiring then trains and supervises work shifts of contingent staff members 	
Competency: Subject Areas Knowledge	<p>Applies subject areas knowledge to complete work assignments including: research administration, technical tools, survey methods, statistical analysis, substantive areas.</p> <p>Specifies assignments for self and contingent staff members to comply with standards and regulations in the following areas: applying all UM PEERRS modules; using department system tools to implement quality control programs; using procedures and materials from the department's best practice references; creating and using basic statistical reports to make decisions about assignments. Examples may include:</p> <ul style="list-style-type: none"> • Technical Tools: Oversees use by others of department technical tools for at least one of the following: quality control, respondent locating, data entry, coding • Technical Tools: Uses automated tools for tracking errors found during system testing • Statistical Analysis: Uses basic math and finance functions to estimate resource usage and costs 	