

| Market Title / Job Code | Survey Specialist Intermediate / 103256 / Step 1 | Notes |
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| <p>Survey Specialist Intermediate General Description</p> <p>Step 1 Description</p> | <p>Plan and oversee data collection projects in two or more aspects of survey research (i.e., sampling, data collection, coding, data processing, application programming, analysis, methodology) in compliance with established procedures and/or protocols. Coordinates with primary research staff and other operations personnel in the management of projects generally with budgets totaling \$100,000 to \$1,000,000, relying on others with specific areas of expertise. Identifies staffing resource needs. Employees in this classification typically analyze, compare and evaluate various courses of action and have the authority to make independent decisions on matters of significance, free from immediate direction, within the scope of their responsibilities. Primary activities and decision making authority are predominantly performed independently affecting business operations to a substantial degree. Under FLSA, incumbents in this position meet the criteria for exempt status.</p> <hr/> <p>Coordinates many phases of survey projects/sub-projects or operations generally with budgets totaling up \$100,000-\$250,000 across the year (or lower budgets with more complexity).</p> | |
| Competency: Development of Self/Others | <p>Develops self with guidance; Takes initiative to develop self; Contributes to the development of others and strives to be in the forefront of profession.</p> <p>Receives and incorporates input from immediate supervisor, functional supervisors and co-workers while learning to apply professional knowledge, skills and training. Examples may include:</p> <ul style="list-style-type: none"> • Seeks accurate, specific and regular feedback from supervisor and team members while gaining independence in areas where experience has been gained • Acquires understanding of and applies the organization's processes and standards for serving as a task leader on a project team • Develops self-evaluation of own strengths and weaknesses and updates that evaluation based on supervisor input • Modifies behaviors based on self-evaluation while receiving supervisor confirmation of performance improvement • Seeks and participates in professional development opportunities offered by local organizations other than the department | |
| Competency: Communication | <p>Communicates clearly and effectively with individuals; Communicates correctly and knowledgeably with individuals; Communicates effectively to groups, varying style to fit audience, actively communicates with those with differing opinions and differing levels of understanding.</p> <p>Demonstrates effective basic interpersonal skills when participating in work groups including: uses active listening well; provides routine factual information in a pleasant and professional manner; cooperates with and supports work group members. Examples may include:</p> <ul style="list-style-type: none"> • Listens and paraphrases others' differing opinions • Speaks effectively in front of a group • Chooses effective mode of communication for the situation (face-to-face vs. email vs. phone, etc) • Communicates with correct frequency to achieve desired results • Uses correct grammar & spelling & punctuation when writing | |

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| Competency: Accountability/Leadership | <p>Demonstrates knowledge of the primary mission of the organization; Applies understanding of primary constituency groups in the organization; has working knowledge of the various constituency groups that comprise the organization; Positively participates in change; Assists implementation of change; Plans implements and communicates effective change approaches within a workgroup; Learns what is expected to do the job well; Understands what is expected to do the job well; functions effectively in a team; Exercises positive influence; Creates and achieves own measures of success.</p> <p>Receives oversight from senior managers while establishing ability to reliably meet high performance standards aligned with organizational policies and culture. Examples may include:</p> <ul style="list-style-type: none"> • Effectively reprioritizes tasks for efficiency, accuracy and timely completion • Identifies resources (people, funding, materials, etc.) needed and coordinates expertise to accomplish goal | |
| Competency: Management | <p>Develops and maintains positive relationships; Maintains positive relationships inside and outside of work group; Manages differences constructively; 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; Uses creative thinking to improve processes; 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; Focuses efforts on fulfilling expectations by seeking insight into client needs and developing solutions that provide value.</p> <p>Independently writes and manages work plans for selected activities assigned to small work groups and receives some guidance from senior managers while learning to manage all project phases/modes and may participate in hiring then may train and supervise small teams of contingent staff members. Examples may include:</p> <ul style="list-style-type: none"> • Coordinates work of staff in more junior positions • Provides administrative supervision for small group of contingent employees • Uses cost reporting system to monitor small projects or subproject or operational program budgets • Defines a problem, analyzes causes, identifies possible solutions, selects the best solution and develops action plans • Handles several problems at one time • Assesses urgency of client requests for information and/or service and responds accordingly • Demonstrates the ability to see issues from client's perspective • Successfully plans, implements, controls and closes well defined small size projects or subprojects or small operational programs (budgets up to about \$100,000) under the direction of a senior project manager • Defines budget items and estimated unit costs for small projects, sub-projects or operational programs | |

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| 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 small work groups to comply with standards and regulations in the following areas: processing basic UM eResearch steps; using department system tools to develop and test instruments; writing instruction guides that follow the department's best practice references; creating and using basic statistical reports to show project progress. Examples may include:</p> <ul style="list-style-type: none"> • Research Administration: Gains certification and follows guidelines in all modules of PEERRS required of Investigators • Technical Tools: Uses computer assisted interviewing system auxiliary functions to create interviewer training scripts • Technical Tools: Under direction of a senior manager, coordinates technical system testing activities by communicating with testing team members and compiling testing data • Survey Methods: Succeeds as a project lead for one or more data collection modes (phone, in-person, mail, web, classroom-based, qualitative) • Statistical Analysis: Uses basic statistical procedures such as calculating means and rounding when working with project data and identifies unusual data such as outliers • Statistical Analysis: Uses the reports in department technical systems to view production goals and results for information such as interview completions and number of staff hours | |
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