

Market Title / Job Code	Survey Specialist Intermediate / 103256 / Step 2	Notes
<p>Survey Specialist Intermediate General Description</p> <p>Step 2 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 all phases of survey projects/sub-projects or operations generally with budgets totaling up to \$250,000-\$500,000 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>Applies knowledge and skills to work competently and independently while seeking advice and feedback from others. Examples may include:</p> <ul style="list-style-type: none"> • Works independently on assigned tasks while taking responsibility for seeking input from others when learning new technical areas • Acquires understanding of and applies the organization's processes and standards for serving as a project leader for small projects or operational programs • Seeks information about the processes and standards used in the organization from others outside the organization • Participates in professional associations and development opportunities outside the local area as appropriate 	
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 developed interpersonal skills when participating in work groups and client meetings including: pursues appropriate mode of communication; modifies communication based on awareness of others; effectively shares material and information in groups. Examples may include:</p> <ul style="list-style-type: none"> • Modifies communication style to be effective in varied settings 	

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>Seeks verification from senior managers that high performance standards are met aligned with organizational policies and culture including contributions toward positively influencing other work group members. Examples may include:</p> <ul style="list-style-type: none"> • Develops specific action steps, achieves deadlines or milestones • Demonstrates willingness to take on added responsibility • Accepts accountability for mistakes and takes corrective action • Guided by best practices as takes steps to improve processes while applying standards • Remains calm and deliberate when confronted by work related stress or opposition from others • Exhibits flexibility/adaptability in changing environments 	
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>Manages a work group that is implementing a small project or operations activity while receiving some guidance from senior managers during planning, implementing, monitoring, and product delivery phases and may be responsible for administrative supervision of medium-size teams of contingent staff members. Develops specific action steps, achieves deadlines or milestones. Examples may include:</p> <ul style="list-style-type: none"> • Assigns work and contributes to evaluation of quality and productivity of regular staff in more junior positions • Provides administrative supervision for medium-size group of contingent employees including contributes to evaluation of quality and productivity • Uses cost reporting system to monitor medium-size projects or subproject or operational program budgets and update cost projections • Looks for improved ways to collect and analyze data for decision making • Maintains clear communication with client regarding mutual expectations • Takes personal responsibility for resolving client issues • Successfully plans, implements, controls and closes well defined medium-sized data collection projects or subprojects or medium-sized operational programs (budgets up to about \$250,000) under the direction of a senior project manager • Defines workscope then the budget items and estimated unit costs for medium-size projects or subprojects or operational programs • Evaluates the way things are done, generates new ideas and goes beyond the status quo 	

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>Coordinates assignments for work teams to comply with standards and regulations in the following areas: inputting support documents in UM eResearch; developing technical specifications for department system tools; writing project management plans using well established survey methods; using basic statistics to specify aspects of project plans. Examples may include:</p> <ul style="list-style-type: none"> • Research Administration: Understands Internal Review Board application processes and uploads support documents to eResearch • Technical Tools: Uses department templates to create technical specifications for portions of systems used for data collection (computer assisted interviewing, sample management systems, web survey systems) • Technical Tools: Defines and develops new queries, forms and reports in database systems • Survey Methods: Participates in all phases of interview administered surveys including project management, sampling, questionnaire development, computer assisted interview programming, sample control systems, field hiring/training, main data collection, post processing, weighting & estimating, and delivering final data • Statistical Analysis: Uses statistical procedures that involve ratios and frequencies when working with project data • Statistical Analysis: Uses standard formulas to appropriately calculate response rates • Subject Area Knowledge: Uses project management procedures outlined in the Project Management Body of Knowledge (PMBOK) 	
-------------------------------------	--	--