

Market Title / Job Code	Survey Specialist Intermediate / 103256 / Step 3	Notes
<p>Survey Specialist Intermediate General Description</p> <p>Step 3 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 \$500,000-\$1,000,000 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>Works competently and interdependently with team members - both providing direction to others and seeking input from others. Examples may include:</p> <ul style="list-style-type: none"> • Works independently as project lead for small projects or operational programs while making effective decisions about level of input to seek from senior managers • Provides effective coaching to task leaders to help each successfully guide their task teams on small projects • Shares information gained from attending professional development sessions with others 	
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"> • Receives consistent acknowledgement from peers, supervisors, and clients that communications are effective 	
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>Demonstrates independence meeting high performance standards and leading work groups while continuing to receive guidance in aspects outside primary technical specialty or new areas. Examples may include:</p> <ul style="list-style-type: none"> • Handles pressure while demonstrating persistence to implement work • Promotes the principles of diversity • Provides a stabilizing influence during change and transition 	

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 the budgets and leads work groups implementing projects or operation activities while seeking verification of good performance from senior managers during planning, implementing, monitoring, and product delivery phases and may be responsible for administrative supervision of large-size teams of contingent staff members. Examples may include:</p> <ul style="list-style-type: none"> • Effectively coordinates work of small project team across functional units • Provides administrative supervision for large-size group of contingent employees • Participates in regular staff position hiring activities • Uses cost reporting system to monitor medium-size projects (including interviewer administered) or subproject or operational program budgets and update cost projections • Assists group members in problem solving and decision-making processes • Anticipates critical periods and makes self available to assist all project team members • Respect ideas and people by seeking to understand other points of view, basing decisions on data/fact, sharing information, and seeking win-win solutions • Successfully plans, implements, controls and closes well defined medium-sized projects or subprojects or medium-sized operational programs for interviewer administered modes of data collection (budgets up to about \$500,000) • Defines workscope then the budget items and estimated unit costs for medium-size projects or subprojects or operational programs including interviewer projections • Makes appropriate decisions under conditions of uncertainty 	
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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>Coordinates work team efforts to comply with standards and regulations in the following areas: writing sections of IRBs and process financial accounting forms; defining system testing programs; writing management plans that use well established survey methods in several modes plus quality assurance programs; using basic statistics to monitor trends on projects; applies AAPOR standards. Examples may include:</p> <ul style="list-style-type: none"> • Research Administration: Prepares first drafts of some sections of IRB applications for Investigator review and approval • Research Administration: Creates draft University financial transaction forms to initiate and close project accounts • Research Administration: Assists senior managers prepare proposal budgets and materials • Technical Tools: Carries out basic programming in statistical analysis software such as reading data and setting up frequency tables • Technical Tools: Defines tests for technical systems and drafts plans for implementing technical system testing • Survey Methods: Succeeds as a project lead for two or more modes (phone, in-person, mail, web, classroom-based, qualitative) • Statistical Analysis: Uses statistical methods to measure data dispersion such as standard deviations • Statistical Analysis: Develops reports in department technical systems to evaluate project and interviewer performance as well as explore outliers and contributors to poor performance • Statistical Analysis: Creates and inputs projections into department technical systems for benchmarking trends in production • Subject Area Knowledge: Understands and applies survey standards defined by the American Association for Public Opinion Research such as response rate calculations 	
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