

Market Title / Job Code	Survey Specialist Senior / 103257 / Step 1	Notes
<p>Survey Specialist Senior General Description</p> <p>Step 1 Description</p>	<p>Plan and execute data collection projects in three or more aspects of survey research using complex designs (i.e., sampling, data collection, coding, data processing, application programming, analysis, methodology) that requires interpreting/solving more complex, less clearly-defined issues. Coordinates with primary research staff and other operations personnel in the management of projects generally with budgets totaling \$1,000,000 to \$5,000,000, with increasing authority, accountability and decision-making regarding budget, purchases, and hiring of staff. Is an effective team leader, relying on guidance only in aspects or areas outside primary technical specialty. 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>Manages, while coordinating with clients, well defined medium-to-large size survey projects/sub-projects or operations in one or more modes of data collection with budgets totaling up to \$1,000,000-\$2,000,000 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 and provides mentoring opportunities; Takes leadership role in promoting innovative professional growth across the organization.</p> <p>Makes independent decisions on matters of significance, free from immediate direction, within the scope of their responsibilities; Assumes responsibility for mentoring other survey specialists. Brings information back to co-workers from professional forums. Examples may include:</p> <ul style="list-style-type: none"> • Works independently while taking the initiative to give and receive accurate, specific and regular feedback • Participates in professional development opportunities offered in varied medium and geographic areas to become fluent in processes and standards used throughout the industry • Continually assesses need to acquire new knowledge/skills and gains supervisor support for relevant development opportunities • Continually modifies behaviors, strategies and styles to adapt to changing circumstances while seeking supervisor confirmation of effectiveness • Develops superior skills to accomplish critical objectives while maintaining a deep level of advanced knowledge of processes and standards used in the functional area • Acquires understanding of and applies the organization's processes and standards for serving as a project leader on medium to large well-defined projects or operational programs 	

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; Effectively conveys complex topics to diverse audiences with the use of visual aids and applies understanding of multiple constituency groups working to improve relationships; Actively influences those with differing opinions and differing levels of understanding.</p> <p>Uses advanced communication skills to accomplish goals, influence others and lead groups including: creates materials and delivers clear presentations tailored to the type and level of audience; clearly and concisely communicates and responds to complex information; effectively engages in discussions with clients. Examples may include:</p> <ul style="list-style-type: none"> • Creates materials and delivers clear presentations tailored to the type and level of the audience • Clearly and concisely communicates complex information and responds to complex questions 	
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; demonstrates complex understanding of the multiple constituency groups within the organization; demonstrates understanding of multiple constituency groups in the organization and works to improve relationships among those groups; Positively participates in change; Assists implementation of change; Plans implements and communicates effective change approaches within a workgroup; Proactively proposes and implements change; 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; Acts to address current issues and determines future priorities; leads ad hoc or project teams.</p> <p>Independently leads work groups comprised of team members that have well established skills and roles while continuing to receive guidance in handling difficult team members and/or poorly specified roles and responsibilities. Examples may include:</p> <ul style="list-style-type: none"> • Delegates and empowers others 	

Competency: Management

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; Solves complex problems and develops effective strategies; 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; Maintains unwavering focus on aligning all activities to produce maximum value for the client; Relentlessly improves the value delivered to clients.

Leads all aspects of well-established medium to large size projects and/or operations and manages required work scope and budget changes while seeking guidance from senior managers in areas of risk and coordinating with principal investigators and may be responsible for administrative supervision of contingent staff members including handling difficult personnel issues. Examples may include:

- Manages outcomes within identified constraints such as budget constraints
- For assigned resources, defines task and contributes to evaluation of quality and productivity for team members across functional units
- Provides administrative supervision for large group of contingent employees including responsibilities for determining required staffing levels and making hiring and dismissal decisions
- Uses cost reporting system to monitor multi-mode medium-to-large size projects or subproject or operational program budgets and updates cost projections
- Makes decisions based on analysis, experience, and input from others
- Designs practices, processes and procedures and reengineers processes to adapt to changing organizational needs
- Successfully plans, implements, controls and closes well defined medium-to-large sized projects or subprojects or operational programs for multiple modes of data collection (budgets up to about \$1,000,000-\$2,000,000)
- Defines workscope, the budget items and estimated unit costs then create ballpark estimates for medium-to-large size projects or subprojects or operational programs including projections across multiple modes
- Uses judgment when addressing the needs of angry and/or difficult customers
- Recommends approaches, products or services which are new and different from those requested by the customer

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>Manages project and operations teams to comply with standards and regulations in the following areas: writing federal certificates of confidentiality, & human protection materials such as consent forms; processing budget account changes; developing full technical specifications for standard projects; evaluating cost and error trade-offs; creating statistical experimental designs; providing consultation on questionnaire development.</p> <ul style="list-style-type: none"> • Research Administration: Develops first drafts of all sections of IRB applications and federal certificates of confidentiality for Investigator review and approval • Research Administration: Develops first drafts of research participant consent forms and audio/photo/video permission forms • Research Administration: Oversee steps to change budget and workscope for established University project accounts • Survey Methods: Develops project plans that address trade-offs between costs and survey error, including coverage, non-response and measurement error • Statistical Analysis: Understands and discusses how experimental design/validity and/or basic statistical inference can be used in survey research • Subject Area Knowledge: Consults with investigators to provide questionnaire development advice 	
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