Market Title / Job Code	Survey Specialist Senior / 103257 / Step 2	Notes
Survey Specialist Senior General Description	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.	
Step 2 Description	Manages, while coordinating with clients, moderately-complex medium-to-large size survey projects/ sub-projects or operations for interviewer administered and some other modes of data collection with budgets up to about **$1,000,000-$3,000,000** across the year (or lower budgets with more complexity).	
Competency: Development of Self/Others	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. Makes independent decisions on matters of significance, free from immediate direction, within the scope of their responsibilities; Mentors other project leaders regarding effective management of work team members. Presents information at professional forums. Examples may include: • Works independently while receiving input through the organization's quality assurance program (for example project review meetings) about project expectations and risks • Seeks opportunities to present at professional meetings and write for publication • Networks with others outside the organization to learn about alternative processes and standards in the industry • Mentors individuals and teaches others across the organization (e.g., leads discussions/workshops)	
Competency: Communication	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. Uses advanced communication and emerging negotiation skills in complex settings to accomplish work group goals and influence clients including; employs a variety of tools and visual aids to communicate complex material; effectively communicates with others with differing opinions; successfully initiates, conducts, and summarizes discussions with clients. Examples may include: • Demonstrates sensitivity to tone, audience and organizational politics when communicating orally and in writing • Synthesizes information and uses visual aids to communicate complex material • Uses effective organizational structure and develops effective descriptions and/or arguments when writing	

1

Competency: Accountability/Leadership	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. Independently leads work groups comprised of diverse team members with varying competencies and skills while assuming increased authority to define team member roles and responsibilities. Examples may include: • Ensures that team members achieve deadlines or milestones • Ensures that team members meet quality standards • Creates a culture in which people do their best • Makes maximum use of the diverse talents of team members • Facilitates resolution of team conflict	
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 in various modes and concurrently manages multiple areas of responsibility while seeking verification from senior managers of good decision-making in areas of risk and coordinating with principal investigators and may make complex contingent personnel management decisions. Examples may include: • Provides administrative supervision for large group of contingent employees including responsibilities for difficult personnel issues that may require some knowledge of personnel law • Participates in regular staff hiring activities and contributes to hiring decision • Uses cost reporting system to monitor multiple mode medium-to-large size projects or subproject or operational program budgets and updates cost projections • Plans and acts strategically, analyzing data and utilizing trend information • Defines a problem, analyzes causes, targets possible solutions, selects the best solution and develops action plans • Provides explanations of the impact or consequences of products/services requested by customers • Measures customer satisfaction and uses data to effect improvements • Successfully plans, implements, controls and closes well defined medium-to-large sized projects or operational program for multiple modes of data collection (budgets up to about $1,000,000-$3,000,000) • Defines workscope, the budget items and estimated unit costs then creates ballpark estimates for medium-to-large size projects or subprojects or operational programs including projections across multiple modes • Assesses staff level needs, hires & trains then provides administrative oversight for the contingent workforce	

Competency: Subject Areas Knowledge	**Applies subject areas knowledge to complete work assignments including: research administration, technical tools, survey methods, statistical analysis, substantive areas.**	
	Manages project and operations teams to comply with standards and regulations in the following areas: recommending IRB type/risks; developing small proposal budgets & work scope materials; developing full technical specifications for moderately-complex projects; designing procedures across multiple modes; exploring data (project /production) & choosing appropriate statistics. Examples may include: - Research Administration: Assesses human subject risks and recommends type of IRB packet for projects - Research Administration: Under the direction of a senior manager, develops proposal budget estimates and drafts text for budget justification and workscope proposal documents - Technical Tools: Directs the requirements specification phase for moderately-complex technical systems - Technical Tools: Directs development and coordination of testing plans for data collection systems and moderately-complex technical systems - Survey Methods: Succeeds as a project lead for multiple projects using three or more modes (phone, in-person, mail, web, classroom-based, qualitative) - Statistical Analysis: Understands and discusses how bivariate relationships and measures such as mean square errors apply to survey projects - Statistical Analysis: Develops statistical plans then explores data and runs analysis to obtain descriptive statistics - Subject Area Knowledge: Consults with investigators developing cross-cultural versions of organization's surveys	