Market Title / Job Code	Survey Specialist Senior / 103257 / Step 3	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 3 Description	Manages, while coordinating with clients, moderately-complex large sized projects/ subprojects or operations for interviewer administered and mixed modes of data collection with budgets up to about \$1,000,000-\$5,000,000 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; Develops professional growth plans as part of functional supervision for work team members. Defines new topics and presents at professional forums. Examples may include: Works independently while taking the initiative to use the organization's quality assurance program (for example project review meetings) to obtain input about project expectations, risks and opportunities Collaborates with others through regional or national organizations, and/or working groups Challenges others to critically evaluate their strengths and weaknesses 	
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 developed negotiation skills in all settings including those with conflict to accomplish work group goals and influence others with different opinions including: uses effective strategies, arguments, and materials; mediates disputes among team members; successfully manages all aspects of client communication. Examples may include: • Persuades others with different opinions using effective strategies, arguments and materials	

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.

Demonstrates full competence leading diverse work groups, provides oversight and mentoring to less experienced leaders and establishes interdependent relationships with others to enhance effective use of work group resources. Examples may include:

- Recognizes the achievement and contribution of others
- Makes decisions based on records and data
- Leads change and transition by positively influencing others ability to adapt

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 medium to large size projects and/or operations and concurrently manages complex plans and changing scope while using data and experts to form resolutions regarding areas of risk and coordinating with principal investigators and may contribute to organizational decisions regarding contingent staffing options and personnel management decisions. Examples may include:

- Identifies needed skill levels to acquire qualified team members to meet project requirements
- Provides leadership for projects that require several survey specialists and other task leaders
- Sets up and uses the cost reporting system to monitor moderately complex medium-large size
 projects or subproject or operational program budgets and updates cost projections
- Continually evaluates existing processes, products or services and uses creativity to improve upon them
- Actively shares expertise and best practices in customer service with other departments
- Successfully plans, implements, controls and closes moderately-complex medium-to-large sized projects or operational programs for multiple modes of data collection (budgets up to about \$1.000,000-\$5,000,000)
- Defines medium-complex 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
- Anticipates problems, takes advance actions, solicits resources to solve them

Competency: Subject Areas Knowledge

Applies subject areas knowledge to complete work assignments including: research administration, technical tools, survey methods, statistical analysis, and substantive areas.

Manages project and operations teams to comply with standards and regulations in the following areas: leading technical proposal development teams; specifying quality assurance for data processing and analysis activities; specifying data structure & output; recommending best ways to use survey para data; developing survey and sample plans; testing simple hypotheses. Examples may include:

- Technical Tools: Serves as proposal technical lead to facilitate development of proposal packets for well-defined medium size projects
- Technical Tools: Specifies and implements quality assurance activities for data processing and analysis phases
- Technical Tools: Uses department technical tools to output data documentation and archive project files
- Survey Methods: Uses para data to implement nonresponse, quality assurance and production monitoring plans
- Statistical Analysis: Understands and discusses how survey samples, statistical significance and related measures such as p-value, confidence intervals, significance tests, effect size apply to survey projects
- Statistical Analysis: Develops basic statistical plans then uses statistical software such as SAS, SPSS, STATA to answer research questions