



Job Description Survey Design Specialist

June 2010

Position Survey Design Specialist

Reports to Project Manager

Description The Survey Design Specialist manages the survey design process for Morehead clients with direction from the Morehead Client Consultant and Project Manager. This position participates in the conceptual development of project plans for new and repeat surveys and oversees the survey design process from initial launch to survey administration. This position works in a fast-paced environment to respond to new requests while coordinating survey design work and meeting project deadlines for as many as 50 client projects at a time. Survey design work ranges from updating repeated surveys to new survey designs for new clients or new products. It also involves coordinating the printing and delivery of paper surveys, setting up online surveys, coordinating survey translations, and many other tasks. Although each survey design is custom fit for each client, the Survey Design Specialist taps Morehead's large bank of survey items to "plug and play" survey elements to design client surveys. Timely survey design is critical to accomplishing projects on schedule and this position works closely with Project Managers to help ensure survey design milestones and quality standards are met. This position performs multiple quality checks throughout survey design and development to ensure final products meet Morehead standards and client requirements. This position is a critical link between Morehead and its clients and works closely with external client contacts and internally with IT, client consultants, sales, and others in survey services.

Qualifications

- B.A. in a social science discipline (i.e., Industrial Psychology, Social Psychology)
- Two to three years experience in survey design or related work, opinion surveying preferred
- Awareness of statistical methodology
- Proficient in Microsoft products particularly Excel; WebEx.com software, Salesforce.com software
- Quality-focused; experienced conducting quality assurance checks
- Written and communications skills; experience documenting client or project requirements; attention to detail
- Ability to organize and maintain documentation and data
- Experience in:
 - Working successfully in a fast-paced office environment
 - Accomplishing work to meet deadlines for multiple projects
 - Working in a team setting
 - Establishing and maintaining rapport with external clients

Location Charlotte, NC