

JOB DESCRIPTION

Job Title: Survey Implementation Specialist

The purpose of the Survey Implementation Specialist role is to provide an excellent customer experience and drive revenue by supporting Newmeasures customers and team members in providing survey implementation services, (e.g., survey and report set-up, manage data collection, customer service, project management, quality assurance and troubleshooting), process improvement, data management, and sales activities. This role is client-facing and will also be in support of other members of the Newmeasures team. It is a requirement of this role to learn and leverage Newmeasures' technology (e.g., survey platforms, database) and continuously look for new and better ways of doing things.

Newmeasures is a boutique firm of Industrial & Organizational Psychologists that believes listening to employees provides organizations with insights that allow them to thrive. Our expertise is in designing and executing employee listening strategies. We are passionate about providing white-glove service to our customers because we believe in the importance and pay-off of exceptional employee experiences.

OUR MISSION IS TO
PROVIDE ORGANIZATIONS
WITH INSIGHTS THAT
CONTRIBUTE TO AN
EXCEPTIONAL WORKFORCE

Tasks and Responsibilities:

Note, this is not a complete list, but a sample of some of the most common responsibilities.

- Client Support
 - Building and managing project plans to support survey implementation and align with contracts
 - Leading client calls to scope work, provide best practices, and troubleshoot
 - Maintaining clear documentation of client needs and project specifications
 - Executing all steps of the survey implementation process including, but not limited to, survey build, communication management, participant uploads, dashboard build, managing permissions to dashboards, general survey support, preparing normative data, proofing all client facing materials, creating unique solutions to meet client needs, etc.
 - Managing Newmeasures client support inbox; answering and addressing client questions and concerns
 - Troubleshooting technology bugs/problems using online resources, vendor support services, and internal resources
- Internal Support
 - Preparing debrief presentations for consulting engagements
 - Supporting Project Managers in creating and executing project plans
 - Updating and helping manage Newmeasures' CRM
 - Preparing survey datafiles and helping manage normative database and other data repositories
 - Creating or updating project resources, guides, FAQs, etc.
 - Willingness to jump in and help the team, even if tasks are outside of his/her normal role

Work Environment:

Newmeasures is a virtual work environment. Employees will be provided with the necessary equipment to execute their duties from home. This is a full-time position; most work is expected to take place between 8 am and 5 pm mountain time, but there may occasionally be a need to facilitate client meetings outside of normal business hours. On occasion, employees may be asked to attend meetings outside of the home, which may involve some driving.

Travel:

Occasional travel may be required but is not expected to be a regular part of the role.

Required Knowledge, Skills, and Abilities:**Knowledge**

- Strong understanding of and commitment to customer service (i.e., professional and responsive)
- Comfortable using a variety of technologies, including Word and PowerPoint and highly skilled in Excel
- Brings a strong understanding of project management to the team, including time management, coordination of people and resources, executing plans, monitoring progress and outcomes, and scope management

Skills

- Experience with Qualtrics Research, Employee Experience, and 360 platforms
- Brings strong critical thinking and problem-solving skills to the team
- Demonstrates strong skills in organizing, attention to detail, planning, and prioritizing own work
- Excels in a client-facing role; comfortable addressing client concerns and questions
- Builds and maintains both internal and external relationships
- Collaborates with clients and teammates to solve problems and achieve desired results
- Quickly adapts to new technology, software, and processes
- Is flexible and able to adjust work plans in response to internal and client needs
- Sound business writing skills and ability to proof others' writing

Abilities

- Conscientious; strong attention to detail
- Proactive, takes initiative, and learns with minimal supervision
- Strong communication skills, including listening, verbal communication, and written communications
- Ability to troubleshoot under tight timelines to quickly resolve problems

Other

- Commitment to continuous learning and improvement, of the self, team, and organization
- Upholds Newmeasures' values

Nice-to-Have Knowledge, Skills and Abilities:**Knowledge**

- Knowledge of Industrial-Organizational Psychology, Social Sciences, Leadership Development, Human Resources or Talent Management best practices is a plus
- Knowledge of Access

- Understanding of simple statistics (e.g., mean, distribution, correlation) and/or experience with SPSS
- Understanding and knowledge around employee experiences at work, including engagement, onboarding and exit, and leadership development
- Social media platforms such as LinkedIn and Facebook

Skills

- Experience using Survey Gizmo and/or other survey platforms
- Experience using and managing CRM software
- Familiarity and experience with the sales process
- Experience managing data files (e.g., raw data files with employee survey responses) and database management
- Experience with updating and managing web pages (WordPress) and/or marketing best practices

What you can expect working with Newmeasures



We work hard and play hard. We work in a fast-paced environment, are passionate about what we do, and celebrate each other's strengths. We strive for excellence, have fun, and give teammates flexibility to take care of life.



We make an impact. We stay focused on making an impact for our customers, employees, and the community. We value fairness and having a long-term perspective, including taking care of our employees long-term.



We value our customers and each other. We take pride in delivering responsive and thoughtful service to our clients, partners, and each other. Working with Newmeasures means working with an awesome team and awesome clients.



We play to our strengths. We don't care about titles or hierarchy; we put the best person on the job. We have a love for learning, support teammates' growth and development, and leverage each person's genius.



We balance science and practice. Our products and services are based on solid science and practical application. We know every leader and organization is different and we meet our customers where they need to be with smart and innovative solutions.

For more information about Newmeasures, visit [Newmeasures.com](https://www.newmeasures.com)