



## Implementation Specialist

### JOB DESCRIPTION

As a Newmeasures Implementation Specialist, your role will be to manage and administer a variety of client projects, ensuring that each is delivered on time, within scope, and with accuracy. You'll be responsible for collecting and reporting on employee experience data using best-in-class survey technology. You will play a key role in driving our clients' employee listening strategies forward as you advise them on how to best leverage different technology tools to gather just-in-time feedback from employees. This is a technical and client-facing role.

#### **Work Environment:**

Newmeasures is a fully virtual and remote work environment. Employees will be provided with the necessary equipment to execute their professional responsibilities from home. Occasional travel, including in-person meetings, may be required, but it is not expected to be a regular part of the role.

#### **Responsibilities:**

- Manage client projects to ensure timely, accurate, and successful delivery
- Configuring and validating custom employee surveys
- Building online dashboards and reports to tell the story of the data and highlight the most important findings
- Managing survey distribution and data collection
- Cleaning and managing complex data files
- Establishing data permissions for relevant stakeholders in our client organizations
- Providing training, guidance, and best practice recommendations to clients on survey tool adoption and usage
- Maintaining clear documentation of client needs and project specifications
- Building and managing project plans to ensure successful project/program implementation
- Troubleshooting technology bugs/problems using online resources, vendor support services, and internal resources
- Preparing survey data files and helping manage our normative database of benchmarks
- Creating or updating project resources, guides, and FAQ sheets

#### **You would be perfect for this role if:**

- You have experience with Qualtrics Employee Experience and 360 platforms
- You excel in a client-facing role, demonstrating responsiveness and comfort in addressing client concerns and questions
- You can manage multiple projects simultaneously and understand how to prioritize work—and can flex when plans change
- You have strong critical thinking and problem-solving skills—you think about the big picture
- You are organized, thorough, and have keen attention to detail—eagle eyes only!

- You are a skilled communicator, including listening, presenting, and writing
- You can quickly adopt and understand new technology, software, and processes
- You are proactive, take initiative, and learn with minimal supervision
- You are able to troubleshoot under tight timelines to quickly resolve problems
- You are committed to continuous learning and improvement
- You are highly skilled in Microsoft Office, particularly Excel and PowerPoint

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

- Educational and/or professional background in Industrial-Organizational Psychology, Social Sciences, Leadership Development, Human Resources or Talent Management
- Knowledge of Microsoft Access
- Understanding of simple statistics (e.g., mean, distribution, correlation) and/or experience with SPSS
- Experience using other survey platforms
- Experience with B2B sales and consulting contracts
- Experience managing data

#### **What you can expect working with Newmeasures and are expected to help grow**



##### **We Care for People.**

- We care deeply for our team, honoring the fact that we are human beings with lives at home and work. We have high expectations of one another and value the unique contribution of each individual.
- We build relationships and deliver service that supports the humanness of our clients
- We create products that support listening & connection at work



##### **We Own It and Figure it Out**

- We proactively take ownership for our work and making a contribution that furthers the business
- We solve problems and innovate
- We know when to ask for help, but still take ownership for getting our work over the finish line