Survey Worker

University of California, Los Angeles
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Class Specifications - B.15
Survey Supervisor - 7231
Senior Survey Worker - 7232
Survey Worker - 7233

SERIES CONCEPT

Survey Workers perform or supervise the collection of survey data concerned with a wide variety of disciplines, demographic information, and attitudes; and perform other related duties as required.

Incumbents collect information by mailing out advance letters to respondents, and by using prepared questions in interviewing and collecting data from selected respondents on a specific project to obtain information. Survey Workers may also convert these responses into coded answers. The series consists of three levels: Survey Worker is the operational level; Senior Survey Worker is the working supervisory or advanced operational level; and Survey Supervisor is the full supervisory level.

CLASS CONCEPTS

Survey Supervisor

Under direction, incumbents supervise and coordinate the activities of Survey Workers by training them in the procedures for collecting data, and orienting them to the purposes and goals of a survey.

Survey Supervisors also assist in developing questionnaires to be used by the field staff in collecting data, or assist in the planning, direction and execution of various surveys; independently supervise small studies; plan and make field assignments and determine proper individual work loads; may sit in on initial interviews to validate questionnaires; maintain control over records of interview schedules and questionnaires; supervise the summarizing of data and make a preliminary analysis of the appropriateness of the data collected in the field; and may assist statisticians in problems of coding.

This class is distinguished from the Senior Survey Worker class in that incumbents serve as first-level supervisors of Senior Survey Workers and Survey Workers in planning and supervising their work. Incumbents are given the overall project requirements with specific areas of investigation determined in advance and supervise the collection and analysis of the appropriateness of the data.

Senior Survey Worker

Under general supervision, incumbents serve as working supervisors of Survey Workers or act at the advanced operational level.

As working supervisors, Senior Survey Workers schedule work for a group of Survey Workers, including the assignment of interviews; maintain work schedules and attendance records; instruct or aid in the instruction of Survey Workers in the use of survey materials and techniques of data collection; and check the work of Survey Workers for conformity and accuracy, verification and enumeration.
At the advanced operational level, incumbents perform the most difficult interviewing assignments such as refusal conversion interviewing (interviewing those who have previously refused to respond), pretest interviewing (using an untested interview schedule), and unstructured interviewing. Senior Survey Workers act as liaisons between project leaders and participating institutions or the general public during a survey; collate questionnaires and batch for machine processing; and establish and maintain files for completed questionnaires. Incumbents must exercise judgment in determining the appropriateness of responses to ensure that the objectives of the survey are being met. For example, they are alert to inadequate responses to questions that deal with sensitive personal information that persons may be reluctant to divulge.

This class is distinguished from the class of Survey Supervisor in that incumbent positions serve only as working supervisors or at the advanced operational level and are not expected to perform a complex analysis of information obtained.

**Survey Worker**

Under supervision, incumbents perform the duties outlined in the Series Concept. This is the operational level, and the majority of surveying duties are performed at this level.

**MINIMUM QUALIFICATIONS**

**Survey Supervisor**

Graduation from high school or a General Education Diploma and three years of experience in the collection of survey data; or an equivalent combination of education and experience; and knowledges and abilities essential to the successful performance of the duties assigned to the position.

**Senior Survey Worker**

Graduation from high school or a General Education Diploma and two years of experience in the collection of survey data; or an equivalent combination of education and experience; and knowledges and abilities essential to the successful performance of the duties assigned to the position.

**Survey Worker**

Graduation from high school or a General Education Diploma and one year of experience, preferably in public contact work; or an equivalent combination of education and experience; and knowledges and abilities essential to the successful performance of the duties assigned to the position.