

Job Description

Job Title:	Project Manager
Department:	Statistical Consulting and Survey Research Unit (SCSRU)
Reports To:	Senior Manager
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	March 2021

Primary Purpose

The Project Manager is accountable to the Statistics and Actuarial Science Administrative Officer Manager for the successful implementation of all assigned web, telephone, mail, and face-to-face surveys in terms of carrying out the day-to-day project responsibilities and fostering and maintaining client relationships. Responsibilities may also include development, implementation, and evaluation of the Centre's marketing strategies. This position is contingent on funding.

Key Accountabilities

Project Management, including but not limited to the following

- Managing time on multiple projects as assigned
- Project planning, liaising with call centre staff and programmers, and ensuring all tasks for research contracts are identified and assigned.
- Provide sampling frame design, protocols, disposition codes, and dataset format in consultation with client.
- Oversee telephone, web, mail out, and face-to-face surveys as required, including but not limited to overseeing daily completion reports, reporting regularly to clients during conduct of contract, reviewing sample problems and study documentation, and writing field and technical reports, and providing clients with final study deliverables.
- Responsible for meeting financial targets of projects.

Consultation and proposal writing

- Provide consultation and support to members of the University community including grad students, staff, and faculty on survey design and methodology.
- Provide cost estimates and project proposals to internal and external clients.

Marketing and Communication, including but not limited to:

- Modifications to the SCSRU website and review of website traffic using Google Analytics
- Development and implementation and assessment of marketing strategies for the Centre
- Managing coordination and circulation of semi-annual SCSRU Newsletters
- All communication and advertising for the SCSRU annual Waterloo Region Area survey.

Call Centre Management, including but not limited to the following

- Develop and assist with survey specific training
- Work with SCSRU Senior Manager to update operations manual as needed.
- Supervision and Evaluation of Call Centre Staff, including but not limited to the following
- Supporting and evaluating Call Center Supervisor
- Overseeing teams and other motivational support as needed

General Accountabilities, including but not limited to:

- Participation in weekly SCSRU staff meetings

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- Task assignment to Project Support and Administration position as appropriate

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Bachelor's Degree in health science, social science, statistics, or computer science, or equivalent skills and experience.

Experience

- Knowledge of survey research and methodology
- Experience in project management
- Experience with supervision of staff
- Experience with web survey implementation an asset
- Strong organizational and research skills, including the ability to think critically and analytically
- Experience/familiarity with the running of a telephone call centre or similar enterprise, including training and supervision, would be an asset
- Business or marketing experience would be an asset.

Knowledge/Skills/Abilities

- Intermediate skills with Microsoft Word and Excel, When-to-Work scheduling software, and Voxco CATI and CAWI software
- Knowledge of statistical analysis programs such as SPSS or SAS, or database programs such as Microsoft Access an asset
- Ability to work independently and as part of a team

Nature and Scope

- **Contacts:** Internal contacts: Work with the following groups to obtain, clarify, and discuss information: Directors and SAS Administrative Officer, Project support and Administration, Data programmers, Human Resources, Office of Research Ethics, and Creative. External contacts: The incumbent will deal with, influence, motivate customers both inside and outside the University community; maintain professional and positive relationships.
- **Level of Responsibility:** The job has defined specialized or routine tasks. The job includes responsibility for oversight of projects.
- **Decision-Making Authority:** Makes decisions on timelines and staffing resources to meet stated objectives. Independent hiring decisions with regard to telephone interviewing staff
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Occasional travel may be required. Regular working hours, some evening/weekend work required.