Iowa Social Science Research Center  
Associate Director of Data Collection Services

<table>
<thead>
<tr>
<th>University Classification:</th>
<th>Program Manager</th>
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<tbody>
<tr>
<td>UI Job Code:</td>
<td>PAD2</td>
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<tr>
<td>UI Pay Level:</td>
<td>5A</td>
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<tr>
<td>Position #:</td>
<td>00146921</td>
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<tr>
<td>Org/Dept/Sub-dept #:</td>
<td>04 / 0220</td>
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<tr>
<td>Does this position have Administrative Supervision?</td>
<td>Yes [x] No [ ]</td>
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**Name**  
Fred Boehmke

**Position Reports to:**  
Name  
00127022

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**Position Specific Summary:**

The Iowa Social Science Research Center (ISRC) is a resource for interdisciplinary social science research that provides grant development support and data collection, management and access services. Under the supervision of the Faculty Director, the Associate Director of Data Collection Services will lead all data collection activities for the center. This will include promoting ISRC services on and off campus, managing data collection resources and schedules, responding to bid requests and client inquiries, consulting on data collection and survey strategies, and managing multiple projects. The Associate Director of Data Collection Services will supervise a Project Manager, Field Director, and Data Coordinator.

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**Key Areas of Responsibilities and Specific Job Tasks**

<table>
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<tr>
<th>Classification</th>
<th>Key Areas of Responsibilities</th>
<th>Specific Job Duties and Tasks</th>
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</table>
| **Operational and Financial Management** |  | Responsible for overall development and ongoing management of data collection services offered through the ISRC.  
|  |  | Implement and plan new programs and services.  
|  |  | Evaluate program operation in meeting stated objectives. |
| **Administrative and Financial Responsibility for Fee for Service Operation** |  | Perform administrative duties necessary for a fee-for-service facility operation.  
|  |  | Collect and analyze variables to determine appropriate service charges.  
|  |  | Analyze facility use data for reports and make recommendations.  
|  |  | Review and/or recommend specifications for new equipment or renovation projects.  
|  |  | Adhere and contribute to facility safety and procedure policy. |
| **Communication and Outreach** |  | Determine and implement communication strategy to promote program.  
|  |  | Present to faculty groups, administrative units, and external constituents. |
| **Quality Improvement** |  | Implement initiatives targeted at optimizing organizational efficiency.  
|  |  | Facilitate and evaluate quality improvement efforts.  
|  |  | Develop quality improvement tools. |
| **Leadership/Supervision** |  | Develop and implement policies and practices of a culture that supports, facilitates, and reinforces staff engagement in the workplace.  
|  |  | Supervise Professional and Scientific staff members. |
| **Specialized Services / Application of Research Protocols** |  | Manage data collection projects using the ISRC and other university resources (WinCATI Call Center, Qualtrics, Print-Mail Services, etc.) consistent with current data collection protocols.  
|  |  | Consult with investigators about research design and recommend strategies and improvements.  
|  |  | Create, update, or make improvements to current protocols. |

Other duties as assigned.
## Universal Competencies

### Positive Impact/Achieving Results
Ability to utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs. Able to demonstrate ethical behavior in diverse situations while producing results.

**Expected Proficiency Level:** Extensive
- Ensures time, resources, energy, learning opportunities, and actions are focused on priorities that matter to the changing workplace.
- Creates a team environment of accountability and commitment for reaching goals and desired results; ensures team is developed to address future needs.
- Ensures compliance with codes of ethics that benefit the overall good of all constituents.
- Demonstrates and communicates a big picture understanding of the organization, its interrelationships, and priorities.

### Service Excellence/Customer Focus
Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.

**Expected Proficiency Level:** Expert/Leader
- Effectively uses a broad range of methods in communicating complex ideas to diverse populations.
- Monitors profession/field/discipline for trends and implements innovative solutions to enhance service.
- Builds successful track record of superior personal and organizational service delivery in diverse environments.
- Promotes excellence achieved through reports or other media for distribution to internal and/or external constituents and the professional community.

### Collaboration and Embracing Diversity
Ability to work with a variety of individuals and groups in a constructive and civil manner while appreciating the unique contribution of individuals from varied cultures, race, creed, color, national origin, age, sex, disability, sexual orientation, and gender identity.

**Expected Proficiency Level:** Extensive
- Establishes and maintains positive and productive working relationships within and outside of own area and background.
- Identifies and resolves disagreements/conflicts in early stages.
- Promotes a safe, equitable, respectful environment in which concerns can be addressed effectively.
- Recommends changes to work practices and policies to promote transparency and approachability.

## Technical Competencies

### Survey Methodology

**Expected Proficiency Level:** Extensive
- Propose modifications to survey data collection protocols and/or assist in the design of survey data collection protocols.
- Identify and adhere to Quality Assurance practices to maintain validity and integrity of research data.
- Knowledge of formal methodologies, tools, and techniques for conducting research, data analysis, studies, and tests.

### Planning: Tactical, Strategic

**Expected Proficiency Level:** Extensive
- Develops, refines, and communicates tactical plans for own responsibilities.
- Plans for allocation of resources in line with unit goals, technical and business objectives.
- Provides the right level of detail as input for strategic plan development.
- Demonstrates the value and necessity of linking tactical plans to overall strategic plan.
- Ensures the planning process is integrated with the overall business plan.
- Ensures attention to the detail and dependencies of existing departmental-level plans.

### Process Management

**Expected Proficiency Level:** Working
- Walks through steps, decisions, measurements, dependencies and hand-offs for a specific process.
- Creates process flow or work flow diagrams.
- Identifies and monitors common process bottlenecks.
• Employs process flows, cycle time, process time and waste concepts as appropriate.
• Documents types of process decisions and potential impact of each decision.

Promotion
Expected Proficiency Level: Extensive
• Coaches others on different methods or techniques of promotional campaigns.
• Monitors effectiveness of promotional campaigns; recommends improvements.
• Establishes a community name and presence according to the status of promotional activities.
• Develops multiple promotional campaigns to attain marketing objectives.
• Develops co-promotion strategies and negotiates with co-promoters.
• Develops standard processes to maximize the efficiency of promotional events.

Consulting
Expected Proficiency Level: Expert/Leader
• Collaborates with own senior business management on feasibility studies and potential projects.
• Offers constructive ideas on high impact business opportunities.
• Develops others’ abilities for consulting to multiple clients and multiple assignments.
• Monitors industry for developments in consulting best practices and consulting support tools.
• Ensures others understand the critical importance of clear, client-focused communication.
• Consults to senior business executives on own functional specialty.

Research
Expected Proficiency Level: Expert/Leader
• Coaches others on the full spectrum of approaches and tools for conducting research.
• Establishes alternative theories and models for determining research approaches.
• Monitors major industry innovations and studies for research.
• Explains the impact of technology on research approaches and practices.
• Contributes to developing methodologies and approaches to conducting research.
• Develops new tools and techniques for interpreting and validating research.

As part of performing the key areas of responsibility and competencies described above, staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the University Operations Manual.

Proficiency levels are defined as:

Basic Application - Uses basic understanding of the field to perform job duties; may need some guidance on job duties; applies learning to recommend options to address unusual situations.

Working Experience - Successfully completes diverse tasks of the job; applies and enhances knowledge and skill in both usual and unusual issues; needs minimal guidance in addressing unusual situations.

Extensive Experience - Performs without assistance; recognized as a resource to others; able to translate complex nuances to others; able to improve processes; focus on broad issues.

Expert/Leader - Seen as an expert and/or leader; guides, troubleshoots; has strategic focus; applies knowledge and skill across or in leading multiple projects/orgs; demonstrates knowledge of trends in field; leads in developing new processes.
### Position Qualifications

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<tr>
<td>Education or Equivalency Required</td>
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<tr>
<td>Master’s degree in social science or related discipline or equivalent combination of education and experience required.</td>
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<td>Required Qualification</td>
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<td>Demonstrate at least three years of experience with social science data collection, research design, and analysis including relevant software such as Microsoft Office Suite.</td>
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<td>Required Qualification</td>
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<td>Demonstrate at least three years of professional experience supervising professional staff and managing activities across the work unit.</td>
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<td>Superior communication, interpersonal skills, and customer service skills, including the ability to communicate effectively and accurately, both orally and in writing, with students, staff, faculty and the public sector.</td>
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<tr>
<td>Required Qualification</td>
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<td>Demonstrate at least one-year experience with project management including excellent attention-to-detail, time management, and organizational skills across multiple, concurrent projects.</td>
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<td>Desirable Qualification</td>
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<td>Demonstrated ability in ensuring transparency and integrity in data collection and management.</td>
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<td>Some experience with statistical software such as SAS, SPSS, Stata, and/or R.</td>
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<tr>
<td>Some experience with CATI systems and/or Qualtrics.</td>
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See requisition # 77076 at [http://jobs.uiowa.edu/jobSearch/index.php](http://jobs.uiowa.edu/jobSearch/index.php)

Applicable background checks will be conducted.

The University of Iowa is an equal opportunity/affirmative action employer. All qualified applicants are encouraged to apply and will receive consideration for employment free from discrimination on the basis of race, creed, color, national origin, age, sex, pregnancy, sexual orientation, gender identity, genetic information, religion, associational preference, status as a qualified individual with a disability, or status as a protected veteran.