

CLIENT OVERVIEW

A professional services firm with highly skilled management consultants who provide a psychological perspective to help senior executives is seeking a Survey Administrator for their Atlanta office. This firm combines business acumen, expertise, and an understanding of leader analytics, to translate insights into practical and strategic solutions that accelerate the growth and performance of individuals, teams, and companies.

POSITION SUMMARY

The Survey Administrator will be accountable and involved in the support services necessary to deliver management consulting work. In addition to working well with others, this person will need to apply critical thinking and a strategic mindset to provide optimal account management and support. The successful individual needs to be technologically savvy, highly organized and flexible to support doctoral-level consultants and interface with senior level client executives. Inherent skills should include the ability to set priorities when confronting conflicting demands and attend to administrative responsibilities and deadlines associated with complex projects.

ESSENTIAL DUTIES

- Running/managing Readiness for Scale Insights (RFSI) projects using both the Executive Bench Platform (EBP) and 360 survey administration (Qualtrics). Executing these projects and managing the follow-up with participants/clients is critical.
- Maintain comprehensive tracking of resources and work requests using a portfolio management tool and other collaboration tools.
- Effectively communicate relevant delivery information to stakeholders and cross-functional support team.
- Collaborate with a team of support staff to ensure deliverables and other activities that support consultant work are completed in a timely, organized and professional manner.
- Manage delivery risk for client deliverables within the Region and work directly with consultants to escalate and manage this risk.
- Special projects, as assigned.

REQUIREMENTS

- 3+ years of professional project coordination experience
- 4 year college degree

- Strong technology background and willingness to learn new technologies
- Qualtrics and/or Alteryx, strongly preferred
- Critical thinker with strong ability to proactively analyze and solve problems; takes initiative and is resourceful
- Strong planning and decision making skills
- Excellent communication (written and verbal), time management, and organization skills with strong attention to detail
- Committed to excellence; strong service and team-orientation
- Diplomatic and tactful; handles confidential information appropriately