



## SURVEY TAKER

**JC:** TF263  
**PG:** 093  
**FLSA:** Non-Exempt

**BU:** 93 (Non-Rep)  
**Created:** December 2002  
**Revised:** April 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under supervision, collects data and conducts rider and observational surveys at assigned District locations including onboard trains, and at stations; records and performs data entry, quality control and categorization of open-ended survey data; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This entry-level classification performs a variety of data collection and surveying tasks related to the recordation of District-wide system appearance and performance as defined in uniform guidelines. Positions in this classification are characterized by the presence clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. This classification is distinguished from the Research Projects Analyst in the latter is responsible for coordinating, evaluating and performing statistical analysis in support of market research operations within the Marketing and Research Division of the Office of External Affairs.

### **REPORTS TO:**

This position reports to the Research Projects Supervisor or his/her designee.

### **EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Collects data and conducts surveys in a variety of District locations including onboard trains, stations to record rider opinion of District-wide system service areas and performance.
2. Coordinates with field partner to follow assigned detailed schedule and car dispatch assignment to ensure random sampling of riders.
3. Performs data entry of collected survey data and data quality control.
4. Recommends and implements improvements to survey and reports; conducts specialized surveys as assigned.
5. Travels to assigned areas in a timely manner.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles and practices of surveying and data collection.
- Basic office practices and procedures, including filing, record keeping and the operation of standard office equipment.
- Correct English usage, including spelling, grammar, and punctuation.
- Basic business data processing principles and the use of spreadsheet and word processing applications.
- Business letter writing and the standard format for typed materials.
- Business arithmetic including compilation of basic statistical records.
- Customer services principles and practices.

### **Skill in:**

- Understanding and carrying out oral and written directions.
- Maintaining accurate records and files.
- Making accurate arithmetic calculations.
- Performing detailed clerical work accurately.
- Maintaining attention to detail despite interruptions.
- Communicating tactfully and effectively with customers.
- Reviewing survey results and recommending and implementing improvements in survey methods and reports.
- Preparing brief narrative reports summarizing survey data.
- Establishing effective working relationships and avoiding confrontations with District staff and the public.

## **MINIMUM QUALIFICATIONS**

### **Education:**

Possession of a high school diploma, GED or recognized equivalent.

### **Experience:**

One (1) year of (full-time equivalent) verifiable experience in marketing research, field data collection and reporting functions.

### **Other Requirements:**

Must be able to physically move around the transit system including station, parking lot and shop areas to visually observe appearance and performance factors.

Must be willing to work flexible hours including all shifts and weekend hours.

## **WORKING CONDITIONS**

### **Environmental Conditions:**

Field environment, exposure to stations, trains, and parking lots; exposure to heat, cold, moving vehicle and inclement weather conditions; office environment, exposure to computer screens.

### **Physical Conditions:**

May require maintaining physical condition necessary for walking, standing or sitting for prolonged

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periods of time; exposure to heat, cold, moving vehicle and inclement weather conditions; office environment, exposure to computer screens.

**BART EEO-1 Job Group:** 6000 – Clerical

**Census Code:** 5860 – Office Clerks, General

**Safety Sensitive:** No