

Position

RESEARCH ANALYST,
PROJECT MANAGER



Ideal candidate will practice Holleran engagement behaviors and “*walk the talk*” of our brand:

- Live the Holleran engaged behaviors
- Model professionalism in all activity and interactions
- Professionally represent Holleran to the outside world
- Seek and optimize growth opportunities to improve skills and knowledge
- Be accountable

Client Services

CLIENT COMMUNICATIONS

- Manage client expectations (ensuring understanding of project steps, capabilities, expected outcomes)
- Survey development
 - a. Client communications
 - b. Internal collaboration and communications
- Review deliverable from client perspective, peer review
- Client Retention (recognizing opportunities for cross-sale, understanding the client, ensuring client satisfaction)
- Communication link between client and all internal project roles and resource centers
- Post Report Analysis (PRA) request and delivery coordinated with analysis role
- Post-report discussion
- Responsible for successful project outcomes

PROJECT COORDINATION

- Coordinate client & project logistics
- Coordinate internal project roles, communications and deliverables
- Proactively monitor budget and correct course
- Responsible for tracking/monitoring successful project outcomes
- Project recordkeeping (ex – InSightly updates, timeline revisions, Box files & notes, etc.)
- Responsible for successful project outcomes

REPORTING

- Data preparation
- Report Preparation
- Tableau and/or Survey Gizmo setup and maintenance
- Numbers check
- Responsible for successful project outcomes

ANALYSIS

- Data Analysis, including custom requests
- Post-report discussion (with client communications role)
- Research perspective related to costing and deliverables for nonstandard proposals (repeat clients)
- PRA coordinated with client communications role or Consultant/Presenter
- Survey development in collaboration with client communications role
- Responsible for successful project outcomes

PRESENTATIONS

- Report review for presentation prep
- On-site report Presentation/Discussion with client
- Action planning recommendations within presentation
- PRA request and delivery coordinated with analysis role
- Responsible for successful project outcomes

Holleran Team Participation

- Meet all quality, process and workflow standards, utilizing tools and resources as prescribed
- Follow established project documentation processes and procedures in a timely manner
- Add value to internal teams: bring innovation and critical thinking, take on special projects, share knowledge and experience, fulfill assigned tasks responsibly and on time

In-House Technology Oversight/Technology Vendor Liaison

- Oversee and manage IT components and needs as they arise (including but not limited to the server, software, hardware, telephone system in partnership with Data Collection Supervisor, etc.)
 - Support remote work IT needs and coordination
 - Trouble-shoot user issues, recognizing when vendor assistance is needed
 - Install upgrades, new software, etc. where managed services is not an option
 - Collaborate with teams and departments to ensure that technology decisions reflect the needs and input of all stakeholders
 - Provide staff communications and in-house training – cautions, how to's, updates
 - Primary vendor liaison for all technology vendors
Source and qualify new technology vendors
 - Submit help desk/support tickets on behalf of Holleran users
- Initiate and lead planning meetings related to technology
 - Responsible for technology documentation – reports, logs, inventories, contracts, warranties, Playbook
 - Develop and maintain a Business Continuity Plan related to technology
 - Develop and maintain a systematic equipment rotation plan
 - Assist in the development of an annual finance budget for technology
 - Review specs of all technology purchases to ensure products meet Holleran's needs
- BACK UP DUTIES**
- Vacation back up for Client Services and Research Colleagues
- OTHER DUTIES AS ASSIGNED**
- Update and maintain Holleran's benchmark

Physical Demands and Work Environment

The skills, experience, physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

ESSENTIAL SKILLS AND EXPERIENCE

- Professional delivery of English verbal and written communication: grammar, language, spelling
 - MS degree a plus in a relevant field: Psychology, Sociology, Math, Statistics, Public Health
 - 2- 4 years of successful work experience in research and/or professional services
 - Ability to work independently, set and manage priorities and deadlines
- Excellent critical thinking skills
 - Proven ability to achieve quality results, manage budgets and meet deadlines
 - Expert command of MS Office Suite (especially Excel), Research and Statistical software programs, as well as internet research tool

Physical Demands: While performing duties of the job, employee is occasionally required to stand, walk, sit, use hands and fingers, handle, or feel objects, tools or controls, reach with hands and arms, talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: Holleran is based in Lancaster County, however this position is remote.

We Offer: Generous PTO days, associates medical benefits paid by the company and a 401K match.

Holleran is an employer “At-Will” which means that at any time employment may be terminated by the employer or the employee without explanation.