

Lominger International – A Korn/Ferry Company Job Description

Position: Survey Center Administrator

Reports to: Survey Center Manager

Overview:

SC Administrators collaborate with global clients to set up and administrate their multi-rater survey projects, including 360-degree feedback, organization culture studies, team and succession management survey projects. Administrators work closely with our global clients to:

- 1) Provide consistent source of contact with clients to support their needs and ensure future sales. Make decisions on how best to serve client, or when escalation of issue is necessary.
- 2) Educate and guide clients through the survey process: establish timelines, customization, communication pieces
- 3) Transition clients to new technology platform
- 4) Provide main source of tech support to clients' learners and raters
- 5) Apprise clients of any situations or issues that arise after launch; troubleshoot client problems by working with Technology team, Account Executives, LCI, Accounting, and Customer Service.
- 6) Inform clients of project status
- 7) Generate and ship reports

Primary Responsibilities:

- **Survey Administration**
 - Set up of survey projects (VOICES®, Development Tracker™, eSEA™, eCHOICES™, eTEAMS™)
 - Setup verification, distribution, tracking, generating reports, shipping.
 - Cover other Survey Center Administrator's clients when necessary
 - Work with manager and SC team members to develop best practices and improve processes
- **Client Management**
 - Assist clients by setting up their projects, providing timelines, and helping them determine service and pricing
 - Communicate all important aspects of survey project administration to client and/or client's Associate
 - Assist / resolve any billing issues with client and/or internal resources (A/R, Customer Service)
 - Assist client with any other Lominger products and services, from providing information to engaging their Associate if required
 - Answer basic questions regarding use of the Lominger tools, and forward to an Associate or LCI Consultant when appropriate
 - Track contacts and issues in CRM
 - Sales order generation/billing

Requirements:

- BA strongly preferred
- Two to five years experience in customer fulfillment and/or logistics
- Ability to multi-task and prioritize activities without supervision
- Positive, confident, calm, action-oriented
- Detail-oriented!
- Demonstrated, strong communication skills: written and oral
- Strong organizational and planning/scheduling skills
- Strong computer skills; proficiency in Word, Excel, Adobe, and internet
- Ability to quickly learn and understand basics of new technologies
- Fluency in a second language, international experience and/or understanding of different cultures and behavioral expectations a plus
- Operations or systems management experience a plus; history of teamwork and process improvement
- Certification in all Lominger SC products expected within one year of hire