



SURVEY TAKER

JC: TF263

BU: 93 (NR)

PG: 093

FLSA: Non-Exempt

*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 of 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 that 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

Research Projects Supervisor or designee

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

1. Approaches riders throughout the BART system to solicit their participation in surveys.
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.
6. Collects survey data in a variety of District locations including trains and transit stations to record riders' opinion of District-wide system service areas and performance.

QUALIFICATIONS

Knowledge of:

- 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.
- Sales or in-person presentation principles and practices.

Skill/ Ability in:

- Efficiently utilize spreadsheets, word processing and other software programs.
- 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.
- Interacting with a diverse group of BART riders on trains and in stations.
- Demonstrate strong in-person sales or presentation skills and the ability to establish, maintain, and foster positive and effective working relationships.

MINIMUM QUALIFICATIONS

Education:

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

Experience:

The equivalent of one (1) year of full-time verifiable experience in sales, trade show/convention booth staff or similar experience which involved interacting and engaging in-person with people from a variety of backgrounds.

Other Requirements:

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

WORKING CONDITIONS

Environmental Conditions:

Train and station environment, parking lots and shop areas; exposure to heat, cold, moving vehicles and inclement weather conditions.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing, or sitting for prolonged periods of time.

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BART EEO-1 Job Group: 6000 – Clerical
Census Code: 1965 – Life, Phys, Soc. Science Techs
Safety Sensitive: No

CLASSIFICATION HISTORY

Created: December 2002

Revised: April 2019

July 2022

Updated: