



Frequently Asked Questions – Data Collection Center (DCC) Enumerators

NASDA/NASS Strategic Plan and Roll Out

What is the best way to stay informed during this transition in structure?

Keep your e-mail address updated in iSolved. Regularly check spam and junk folders so you do not miss anything. If you are not receiving the e-mails, contact your supervisor or e-mail enumeratorsupport@nasda.org.

Transition and Hiring for Manager, Coach and Trainer

When will the jobs (manager, coach, trainer) under the new structure be announced?

The jobs for DCC enumerator staff will be posted on July 1, 2025. The link to the positions provides detail on the job description, qualifications, salary, and expected functions.

Do I need a resume and/or a cover letter to apply for these positions?

Please review each job where the details are listed in the posting.

When will the job postings for the new structure close?

The jobs will be closed on Friday, July 11. Interviews will begin shortly after. All applicants will be notified of their selection status.

Are we allowed to apply for more than one position?

Yes, you are allowed to apply for multiple positions. Please read the job descriptions and apply to those that you think fit your interests and talents. When the interview processes begin NASDA will ask which position you would pick as your priority. If you apply for multiple positions and are selected for an interview you will get only 1 interview which will cover the positions which you applied for.

If I apply for a position (manager, coach, trainer) am I guaranteed an interview?

No. Application packages will be reviewed for qualifications mentioned in the job description. The quality of the resume and application matter so please do your best! Not all applicants will be interviewed.

What if I apply for a job under the new structure but my current pay is above what is outlined in the job posting?

If chosen for a new job posting, your current pay will be factored into the pay for the new position. No one will be paid less than they are paid now in a new role.

What happens to my pay level during this transition?

No one will be paid less than they are paid now. If you are chosen for a new role your hourly rate with either remain the same or be higher.

If I decided NOT to apply for a position under the new management structure, what do I need to do?

If you decide not to apply for a position as a manager, coach or trainer that is OK. If you are currently a supervisor or coach, you will become a NASDA enumerator at your current pay. If you are currently an enumerator you will remain as a NASDA enumerator at your current pay. For those not applying for these positions you do not need to do anything.

I am having trouble finding the job announcements for the new structure (Manager, Coach, Trainer).**Where do I find the job announcements to apply for?**

Beginning Tuesday, July 1 the jobs can be found on the NASDA Careers Page:

<https://nasda.isolvedhire.com/jobs/> . Make sure to clear existing filters and use the search area to type in the position you want to apply.

How many manager, coach and trainer positions will there be across all existing DCC's?

The new NASDA structure is combining the current 5 DCC locations into one virtually based National Calling Center. The National Calling Center approximate numbers by position: Managers (5), Coaches (10), Trainers (2).

Pre Transition August 2025

What happens if I have questions before August?

Continue to reach out to your current supervisor. They can help find answers or direct your question to someone who can.

Will my work or survey assignments change?

No, between now and late July your day-to-day survey work and responsibilities will remain the same. More information will be shared via email as we get closer to the August 1 transition.

Post Transition August 2025

How can I find out who are my NASDA Calling Center contacts?

The new NASDA regional map and other information is posted on the NASDA website. New call center team members will be announced in late July via email.

Who do I contact if I don't know who my new Manager or Coach is?

You will receive an email with your new call center leadership team in late July. Be sure your contact information is current in iSolved.

Can I apply later if I don't apply now?

Yes. NASDA expects openings in the future as the program evolves, and qualified phone staff will be encouraged to apply.

Other FAQ's**Now that pay raises are performance based will we receive feedback or some sort of performance measures so we know how we are doing as enumerators?**

NASDA is finalizing an updated evaluation form that will be shared with all enumerators by August 2025.

How will the call center staff find information pertinent to phone enumerators?

NASDA is in the process of updating their website to reflect each of the new NASDA regions and National Calling Center. The updated website will be available in late July and communicated to you via e-mail.