
Job Description

Telephone Interviewer

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Interview survey respondents via telephone and record the respondent's answers through an online survey form or Computer Aided Telephone Interview (CATI) system. The Telephone Interviewer is responsible for making outgoing and taking incoming calls. This will include asking scripted questions, thinking of and asking ad hoc or "probing questions" based upon previous responses provided by the respondent. The Interviewer will be required to use a computer to type responses into a form or system as the script requires.

Duties & Responsibilities

- Make outgoing calls
- Take incoming calls
- Interview respondents according to the computer script
- Record answers with accuracy
- Check and correct spelling and grammar as necessary
- Keep an agreed upon productivity level
- Ensure quality standards are maintained
- Work a minimum of 12 hours per week
- Work a minimum of one Saturday a month, as needed.
- All other duties as assigned

Supervision

Research Interviewers report directly to the Research Center Management Team, including the Manager of Quality Assurance and the General Manager.

Essential Competencies & Skills

- Type 15 + WPM
- Ability to use Windows 7 – 10 Operating Systems
- Ability to use Microsoft Office and Google Suite
- Ability to multi-task with both telephone and computer applications
- Good customer service skills
- Good grammar and spelling skills

Application Process:

Email your resume and cover letter to Justin.Council@captureisg.com. The subject of the email should read "Telephone Interviewer"