
Employment Information

Job Description

Job Title: Telephone Interviewer

Department: Field Services (Phone Center)

Job Description:

- A. Purpose & Scope** – The main function of the Telephone Interviewer is to conduct market research via telephone interviews. The research is done primarily by asking respondents questions from surveys and then recording the responses.
- B. Responsibilities** – The Telephone Interviewer is responsible for contacting prospective respondents, asking scripted questions from surveys and recording responses. Additionally, the Telephone Interviewer is responsible for keeping accurate records of each call placed.
- C. Organizational Relationships** – The Telephone Interviewer has direct responsibilities to phone center supervisors, the Assistant Field Services Manager, and, ultimately, to the Field Services Manager. The Telephone Interviewer also has indirect working relationships with other telephone interviewers.

Job Requirements:

- A. Education and Training** – There are no specific minimum educational requirements for the position of Telephone Interviewer. The Telephone Interviewer is, however, required to be able to demonstrate the ability to read and recite scripted introductions and survey questions, as well as the ability to write responses legibly.
- B. Technical Requirements** – Minimal PC, typing, telephone operation and calculator skills are beneficial but not required.
- C. Experience** – Preferred but not required.