



Telephone Interviewer

**PLEASE READ THE DESCRIPTION AND DETAILS BELOW CAREFULLY AND
CONSIDER YOU MEET ALL THE REQUIREMENTS**

As a telephone interviewer you are required to conduct market research interviews by to the specified project standards of productivity and quality. To be a telephone interviewer at Teamsearch you need to have the following criteria:

- ✓ **Professional telephone manner & professional approach to work**
- ✓ **Confident** with the ability to develop a conversation in social and professional situations
- ✓ Achieve at least a C grade in GCSE English & Maths
- ✓ Computer literate with the ability to type **accurately**
- ✓ **Very reliable** – being unreliable is very detrimental to our business model. We operate the Bradford Factor attendance management system to ensure fairness and consistency.
- ✓ **Target driven** – you are required to make minimum calls per hour and achieve
- ✓ **Availability** – we require at least 4 shifts per week from each member of staff to ensure we can meet our clients deadlines and plan efficiently

When fully trained you will be able to perform the following tasks:

- ✓ Carry out high quality telephone interviews in a professional manner
- ✓ Meet the criteria set out in the expectations document
- ✓ Ensure all work complies with Market Research Society Code of Conduct, the ISO20252 quality standard and Data Protection Act
- ✓ Use the interviewing software/computers competently

You will be **measured and targeted on every project** using the following:

- ✓ Call volumes in excess of the set calls per hour ratio
- ✓ Achieve the minimum % of performance across projects you've worked on
- ✓ Achieve minimum % of quality scores on interviews you have completed

Rates & Bonuses - correct as of 1st April 2020

- ✓ 25 and over £8.72 + 1.05p hol pay = £9.77 hourly pay
 - ✓ 21-25 £8.20 + 0.99p = £9.19 hourly pay
 - ✓ 18-20 £6.45 + 0.78p = £7.23 hourly pay
 - ✓ 16-17 £4.55 + 0.55p = £5.10 hourly pay
- Up to £250 Bonus per month if exceed quality and performance targets
 - Flexible shift patterns (9am-5pm / 1pm-9pm / 5pm-9pm)*

*These are subject to change in accordance with the companies working practices and business needs