

Market Research Interviewer (Entry-Level)

Job Description

Spring International is a leading research-based consulting firm located in suburban Philadelphia, Pennsylvania. Using advanced survey research techniques, Spring works with Fortune 1,000 companies to create clear, effective communications and foster positive working relationships between management and employees. Spring is looking for a part-time telephone interviewer to join our team.

Research Interviewers at Spring International are responsible for:

- Recruiting, screening, and collecting unbiased and accurate survey data for interviewer administered telephone surveys.
- Meeting or exceeding productivity goals set by management.
- Ensuring confidentiality of the client and of the respondent's answers.
- Using proper interviewing techniques and adhering to strict methodologies and guidelines.
- Recording respondent's answers with 100% accuracy, including accurately typing respondent's verbal answers and ratings to survey questions.
- Performing other duties as assigned (e.g., general office administration tasks, mailing assistance, survey data entry, etc.)

Requirements:

To perform the role of a Research Interviewer successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Strong interest in social science and / or market research.
- Consistent attendance is a job requirement.
- High school degree or GED preferred.
- No direct experience is necessary. Prior research interviewing experience is a plus; or equivalent combination of education and experience.
- Ability to read and interpret documents such as survey procedures, instructions and program instructions.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to team members, and other employees of the organization.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to listen well and display patience when dealing with a wide range of employee sentiment.
- Must be comfortable speaking with a wide range of people on an ongoing basis.
- Must be capable of understanding the goal and purpose of research.
- Must be able to read and interpret survey questionnaires, methodologies, and procedure manuals.
- Must have good reading and diction skills with cultural literacy.
- Must have basic computer literacy and data entry accuracy.
- Must have ability to effectively interact with survey participants.
- Must have legible handwriting.
- Must be comfortable using Microsoft Office (i.e., Outlook, Word, Excel, PowerPoint)

****SPSS skills and /or ability to speak fluent Spanish a plus!**

This is a Non-Exempt position. Interviewers in this position are paid an hourly pay rate, on a bi-weekly basis, up to 20 hours a week. Hourly rate \$18 - \$20 per hour depending on experience.

*Spring maintains a casual work environment. We believe in working hard to produce an excellent product while maintaining a good quality of life for all employees. For part time employees, benefits include paid time off and company funded 401k. **Please send resume to: Jobs@springitl.com***