



ISO doc 79 v9

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
- ✓ Computer literate with the ability to type **accurately and in line with a conversation speed**
- ✓ **Reliability** – 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, minimum quality targets and minimum interviewer per hour performance targets.

You will be **measured, targeted & bonused (up to £250 per month)** based on:

- ✓ Achieving the minimum % of performance across projects you've worked on
- ✓ Achieving minimum % of quality scores on interviews you have completed

As we offer both onsite working at our call centre in Halifax, West Yorkshire and home working please review the table below for what equipment is provided for each role/location.

	Onsite Call Centre	Home worker
PC/Laptop	Provided by Teamsearch	You provide*
Headset & cables	Provided by Teamsearch	Provided by Teamsearch
WiFi access	Provided by Teamsearch	You provide**
Anti/Virus/Internet security	Provided by Teamsearch	Provided by Teamsearch
Phone	Not needed***	Not needed***
Research software	Provided by Teamsearch	Provided by Teamsearch****

* *Minimum spec required of 15" screen/monitor, 4GB RAM with Windows 10 or 11 operating system (we check this with you during the job interview)*

** *Your home internet must be broadband/fibre with a reliable/stable connection*

*** *You use the softphone installed on your PC/laptop to dial out. All calls are routed through our VoIP system so no cost to you*

**** *We install this remotely upon successful completion of the induction*

Rates & Bonuses – Teamsearch operates a pay scale in line with the UK minimum & living wage. Holiday pay is provided.

Flexible shift patterns covering our opening hours Mon-Fri covering 9am to 5pm, 9.30am to 2.30pm, 1-9pm and 5-9pm. Saturday and occasional Sunday shifts are also provided. (These are subject to change in accordance with the companies, working practices and business needs)