

## Telephone Interviewer Job Description – Nov 23

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

Teamsearch is a market research company. We conduct surveys with the public and businesses on a huge variety of topics. For example it could be political polling, speaking to tenants of housing associations or speaking to businesses about skill gaps and employment. Every project is different so whilst it's the same job you are guaranteed to build your skills & confidence in...

- ✓ **Communication** – approaching strangers on the phone will build you confidence levels!
- ✓ **General knowledge** – the topics you end up talking about mean you learnt a lot about everything from insurance & banking to farming or power tools!
- ✓ **Teamwork** – you build friendships working in project groups and towards overall deadlines

To be a telephone interviewer at Teamsearch you need to have the following criteria:

- ✓ **Professional telephone manner**
- ✓ **Extremely reliable** – being unreliable is very detrimental to our business model. We operate the Bradford Factor attendance management system to ensure fairness and consistency.
- ✓ **Computer literate** with the ability to type **accurately**.
- ✓ **Target driven** – targets are in place to measure and compare your productivity.

You will be **paid** based the hours worked + allocated breaks – you are paid for the hours worked dialling/completing surveys plus any training/project briefings + a % of the hours you've worked for breaks (in accordance with all UK statutory legislation).

You will be **measured and targeted** on the following:

- ✓ Your performance of average number of surveys completed per hour
- ✓ Your interviewing quality
- ✓ Attendance & general behaviours

**Benefits** - correct as of November 2023

- ✓ Flexible shift patterns (*9am-5pm / 9.30am-2.30pm / 1pm-9pm / 5pm-9pm*)
- ✓ Pick and choose the shifts you want to work but for business efficiency we request around 12 hours per week
- ✓ Regular prizes and games, co events and parties
- ✓ Free tea & coffee + staff 'garden' with pool table and vending machines

**Rates & Bonuses** – In line with the living wage, which from Apr 23 to Mar 24 is currently...

- ✓ 23 and over £10.42 per hour + holiday pay = £11.68 per hour equivalent.
- ✓ 21-22 £10.18 per hour + holiday pay = £11.41 per hour equivalent.
- ✓ 18-20 £7.49 per hour + holiday pay = £8.39 per hour equivalent.
- ✓ 16-17 £5.28 per hour + holiday pay = £5.92 per hour equivalent.

**A bonus scheme is in place to add up to £275 per month\***

\*bonus schemes can change in structure, terms and value depending on the business needs and objectives. They can be based solely or jointly in-line with performance, quality and attendance