

Job Description

Summary

An exciting opportunity in our Virtual Contact Center to be the front-line for our semi-annual media ratings research! Contact Canadian households to gain their participation for our ratings research. You will be responsible for some basic data entry. These positions DO NOT involve sales or solicitation of any kind and there are internal development opportunities.

Shift Requirements

- Paid training. Flexible Part Time, Evenings/Weekends

Qualification and Requirements

- Successful candidates will possess strong communication and active listening skills
- Strong understanding of market research procedures is an asset
- Self-motivated and is focused on high-quality production
- Exceptional spelling and grammar required
- Must have completed Grade 11
- Basic data entry skills are required
- Must possess fluency in the English language
- Previous telemarketing, market research or customer service experience an asset
- Fluency in French, Cantonese and Mandarin is an asset (hourly premiums after passing fluency test)
- Full, paid training provided. Students, seniors and bilingual candidates are encouraged to apply
- Only those selected for an interview will be contacted. No phone calls please

MAJOR RESPONSIBILITIES

Telephone Interviews

-Conducts telephone interviews with the public to collect data for Numeris and MRD studies. Telephone interviews involve mostly Outbound calls to the public (mostly within Canada), gaining respondents' cooperation to participate in a telephone interview, maintaining respondents' engagement throughout the call, asking and adhering to established script questions, overcoming objections as they arise and accurately recording respondent answers.

-Ensures quality of interviews by adhering to guidelines and instructions, accepting and applying feedback and instructions from peers/management.

-Attends pre-shift briefings and meetings.

- Carries out other support and tasks within the RCC as required by management.
- Makes limited decisions within established interview script referring unusual situations to the Field Supervisor.
- Provides internal and external customer service to peers throughout the company (providing feedback as needed), as well as to panel member homes/respondents (conducting interviews).

Numeris Values

Integrity, Accountability, Collaboration, Innovation, Customer Centricity

Numeris is an equal opportunity employer

We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you are contacted for a job opportunity, please advise the Human Resources department if any accommodations are needed to ensure you have access to a fair and equitable process. Any information received relating to accommodation will be addressed confidentially.

Job Types: Part-time, Permanent

Send resume to: hashim.rizwan@numeris.ca