



JOB DESCRIPTION

Job Title: International Interviewer
Reports To: Data Collection Supervisor
Classification: Non-exempt

EXPECTATION FOR ALL EMPLOYEES:

Supports the organization's mission, vision, and values by exhibiting the following behaviors: professional excellence, collaboration, innovation, respect, accountability, ownership, and commitment to our community.

POSITION SUMMARY:

Conduct phone interviews in language, primarily via outbound calling, but also via inbound callbacks and calls made by appointment

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Conduct Interviews by telephone
- Type interview data and comments into database simultaneous to interview
- Translate comments to English
- Call back respondents at assigned times or by appointment
- Assist with entering data from paper surveys

SKILLS & KNOWLEDGE REQUIREMENTS:

- Excellent command of one or more of the following languages: Mandarin Chinese, Simplified Chinese, Korean, Turkish, Danish, German, Ukrainian
- Excellent command of English including spelling and grammar
- High-level typing skills, including speed and accuracy
- Excellent telephone voice and demeanor
- Knowledge of clerical, office administrative procedures, and use of office equipment
- Knowledge of computer software applications in word processing and spreadsheets
- High level interpersonal skills, demonstrated poise, diplomacy, professional image, integrity, accuracy, attention to detail, responsiveness, self-control, adaptability, and diligence.
- Seeks information before acting when faced with uncertainty
- Ability to work independently on assigned tasks as well as to accept direction.
- Superior verbal and written communication.

TO APPLY:

Email your resume to careers@strategicprogramsinc.com.

Material and Equipment Directly Used

Desktop computer
Copy machine
Fax machine
Telephone with headset

Working Environment/Physical Activities:

Moving from work station to work station, sitting 75% or more of the time, lifting on occasion 20 pounds or more. Reaching, handling, stooping, bending when performing certain related duties. Talking, hearing, and exchanging information of the spoken word is also required to successfully perform these duties. Mental functions including comparing, copying, coordination and communicating with others and the presence of interpersonal skills and behavior are all requirements of this position.

The job description above is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position.