**Center for Social and Behavioral Research**

**University of Northern Iowa**

**Research Telephone Interviewer Job Description and Expectations**

Interviewers play a vital role at the Center for Social and Behavioral Research (CSBR). They conduct scientific studies using a Windows-based computer-assisted telephone interviewing (WinCATI) program. Using WinCATI, interviewers call and interview participants and accurately record their answers. Interviewers are professional, courteous, and have excellent attention to fine detail.

Interviewers conduct interviews over the telephone, set up appointments as necessary, and code each call accordingly. They maintain the confidentiality of the responses of all participants. Additionally, they log their calls according to each study and complete a weekly timecard specifying what projects they worked on. There are numerous studies going on simultaneously in the CATI lab; interviewers are trained to conduct interviews on multiple studies and are expected to be able to conduct one of several different types of interviews at a moment’s notice in a professional manner.

**Qualifications for Hire:**

* Speak English fluently
* Enunciate clearly on the phone
* Detail-oriented
* Have weekend & evening availability to work
* Have flexible schedules
* Can work a minimum of 12 hours a week
* Have ability to adapt to changing work schedules and project demands

**Expectations after Hire:**

* Keep in mind you were hired to work the hours turned in with your application
* Arrive 10 to 15 minutes prior to shift starting
* Cell phone powered off before entering Lab
* Cell phone deposited in personal mailbox
* On Timecard in Oracle record your start time when you arrive at the beginning of your shift and quitting time at the end of your shift
* Should be dialing by the time your shift starts
* Steady improvement of the correct use of disposition codes, only an occasional “sheet” 4 weeks after hire
* Adhere to all dialing and calling protocol set forth at training and in manual, should be fairly proficient within 6 weeks
* Must use rebuttals with hesitant, uninterested and uncooperative respondents
* Project sheets should be signed and dated at the end of the two week pay period and submitted at the same time as the electronic Timecard
* Interviewers must display respect for Student Facilitators and Field Supervisory Staff
* Workstations, break room and personal spaces should be kept clean and tidy at all times
* When sick or if you are going to be late, you must call the CATI Lab and leave a message. No emails, texts, or personal phone calls.
* Time off requests should be made at least two weeks prior to schedules being printed
* You are responsible for all shifts that you are scheduled for
* The Lab is open during University breaks and interviewers are expected to work unless time off is approved in advance. This includes Winter and Spring Break.