



# **STRATEGIC PROGRAMS, INC.**

Workforce Intelligence Solutions & Analytics

## **JOB DESCRIPTION**

**Job Title:** Part-Time Interviewer  
**Reports To:** Data Collection Manager  
**Classification:** Non-exempt

### **All Strategic Programs' Employees are expected to:**

Support the organization's mission, vision, and values with the following behaviors: cooperation, stability, teamwork, and harmony.

### **POSITION SUMMARY:**

Work within standard operating systems to collect employee experience data, primarily by telephone, from client company respondents. Calling is largely outbound and gives you the opportunity to talk to people to get their thoughts and opinions on their current or previous work experiences.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Conduct Interviews by telephone
- Type interview data and comments into database simultaneous to interview
- Answer phone and take callbacks as needed
- Make outbound calls to participants
- Track outcome of all outbound and inbound calls

### **SKILLS & KNOWLEDGE REQUIREMENTS:**

- 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/or 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, adaptability, and diligence.
- Seeks information before acting when faced with uncertainty.
- Ability to work independently on assigned tasks as well as to accept direction.

### **Material and Equipment Directly Used:**

Desktop computer;  
Telephone with headset;  
Photocopier, printer and fax machine.

### **Working Environment/Physical Activities:**

Move from work station to work station, sit 75% or more of the time and lift on occasion 20 pounds or more. When performing certain duties, you may be required to reach, handle objects, to stoop or to bend. Talking, hearing, and exchanging information by spoken word is also required to successfully perform these duties. Mental functions including comparing, copying, coordinating and communicating with others as well as basic interpersonal skills and behaviors 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.***

**TO APPLY, PLEASE EMAIL A COVER LETTER AND RESUME TO: [lhundley@strategicprogramsinc.com](mailto:lhundley@strategicprogramsinc.com)**