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Summary and Basic Rules of the Telephone Interviewer Position

Welcome and thank you for your interest in working for the Analytical Group! As a Telephone Interviewer you would have the opportunity to speak with our client's customers and give them the insights they are looking for by finding out their customer's opinions. The Telephone Interviewer position is crucial to the success of not only our company, but also to the clients we serve as well. Below is a little explanation of the position and some basic rules we require our Telephone Interviewers to follow.

So what is the Analytical Group? The Analytical Group is a market research company. Market research helps companies get to know their market and their customers. It involves asking questions and gathering information about the existing marketplace, competition and customers. The results of market research surveys put companies in an excellent position to meet their customer's needs. As a Telephone Interviewer you would have the opportunity to speak to the customers directly and find out their opinions first hand.

This position does require you to sit in a cubicle for long periods of time using a phone, headset and computer- so it is not for everyone! Since you would be working with a computer, we do require that you have some computer and typing skills. Prior to being hired, you will also be required to take a typing test and meet a minimum typing speed. Please note; we do emphasize on accuracy more than speed, however you must meet our minimum requirements.

The market research industry also unfortunately has fluctuations in available work. For us, this means that when we are busy we may post a memo about not accepting time off, we may offer overtime (which is paid at time and a half), we may ask you to add hours and we may **require** that you stay later than you are scheduled. This also means that **when we are slow we may not be able to guarantee your hours each week; we may have to send you home early or cancel your shift entirely.**

The Telephone Interviewer position pays \$12.00 per hour. There is no commissions on the work you do here, just hourly pay. Interviewers are paid once every two weeks on Thursday. Regarding breaks, Interviewers receive a 10 minute break for every two hours worked. When working an 8 hour shift, Interviewers may combine two of their three breaks to take a 20 minute break to allow time for a meal break. All breaks are paid for unless an Interviewer takes longer than the allotted 10 minutes.

Regarding our hours of operation, this position requires working Evenings and Weekends. We are quite flexible regarding scheduling; however there are some expectations that must be met by our employees. We are open for business Monday through Sunday. Weekdays our shifts begin as early as 2:00 p.m. and run as late as 9:00 p.m. Weekend shifts begin at 10:00 a.m. and run until 6:00 p.m. *Earlier hours available depending on project needs. As a Telephone Interviewer you would be required to work a minimum of 21 hours and up to 40 hours per week. All shifts must be at least 4 hours long and you would be required to work either Saturday or Sunday for the full 8 hours (10:00 a.m. to 6:00 p.m.). We are closed for most National Holidays. Please note; as this is a Part Time position, no benefits are offered.

As mentioned, we are quite flexible with scheduling; however we ask that you uphold a steady schedule each week. We allow you to request days off as long as you fill out a request form. Our weeks begin on Monday and we post our schedules on Thursday the week before. So any time you may need off, we ask that you turn in a request form by Wednesday for the following week. During really busy times we may not allow you to take time off. We also ask that you do not change your schedule every other week and adhere to a specific schedule.

Working for a market research company also means that there are deadlines and quotas to be met. We cannot meet these deadlines and quotas when Telephone Interviewers are calling out for their scheduled shifts. If calling in sick becomes a problem, we may require that you bring a doctors note before returning to work. Calling out with transportation problems should also not be an issue. It is fine to carpool with other Interviewers as long as you have an alternate way to get to work, and you are not calling out because your ride called out.

We do require that all of our Telephone Interviewers be at least 16 years of age. We do not allow cell phone usage at all while on the phones and also do not allow our Interviewers to play games or do homework while on the phones. While on the phones; Interviewers need to sit up straight in their chair, keep side chatting with fellow Interviewers to a minimum, focus on their work and use breaks for getting up to use the restroom, getting a drink, etc.

We hope this gives you a little more explanation of the Telephone Interviewer Position and any questions you may have had have been answered. If you still have any further questions, please feel free to ask the Supervisor during your interview. **Please sign and date below to acknowledge you have read over our “Summary and Basic Rules of the Telephone Interviewer Position” and proceed with filling out the enclosed application for employment.**