



Employment Opportunity

Job Location:	Singapore
Position:	Interviewer (9 months contract)
Division / Dept:	Operations
Brief Job Description	<p>The Interviewer is an integral part of any research organization. They collect data spanning across a wide spectrum of products, services, social and political surveys through CATI (Computer Assisted Telephone Interview) software. The main focus of this position is to gather facts and useful data. A CATI Survey Officer should be articulate and thoughtful and be able to establish strong rapport with people within a short time. They are responsible for day-to-day collection of data for research projects. They have to be discipline to perform day-to-day data collection and deliver high quality on all projects. CATI Survey Officers are also responsible for expanding their own understanding of data collection through a range of learning channels including on-the-job exposure, reading, discussion with peers, and continuous process of fine tuning soft and hard skills communication, rapport building and mastering new survey equipment.</p> <p>Responsibilities include:</p> <ul style="list-style-type: none">• Conducting effective market research or client satisfaction survey via CATI• Ensuring that performance expectations are met• Maintaining superior quality in all work• Ability to adapt the changing needs of business• Developing industry and client understanding• Developing analysis of data collection methods and creative thinking skills
Requirements	<ul style="list-style-type: none">• Minimum GCE 'O' level or equivalent• Proficiency in English and Mandarin/Malay is a must as surveys are conducted in those languages• Able to work on weekends and shift hours• Basic computer knowledge is an added advantage• Previous fieldwork exposure is an advantage
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