

JD For Phone Survey Conductor

Job Title: Phone Survey Conductor

Company: [Company Name]

Location: [City, State]

Job Description:

We are seeking an experienced Phone Survey Conductor to join our team at [Company Name]. The Phone Survey Conductor will be responsible for conducting phone surveys, gathering data, and providing feedback to clients.

Key Responsibilities:

- Conduct phone surveys with potential and existing customers
- Gather data and information on customer attitudes, preferences, and feedback
- Provide feedback to clients on survey results and make recommendations for improvements
- Meet or exceed individual and team performance goals and metrics
- Follow standard operating procedures and scripts to ensure consistency in customer interactions
- Keep accurate and up-to-date records of all survey responses
- Communicate effectively with colleagues and management to ensure a seamless customer experience
- Continuously strive to improve customer satisfaction and retention

Competency Requirements:

- Proven experience as a Phone Survey Conductor or similar role
- Strong verbal and written communication skills
- Strong attention to detail and the ability to multitask
- Strong computer skills and proficiency in relevant software
- Ability to work well under pressure and meet deadlines
- Strong team player
- Good organizational skills
- Good customer service skills

Qualifications:

- High school diploma or equivalent
- Minimum of 1-year experience as a Phone Survey Conductor or similar role



Template Collection

- Additional survey research or market research training is a plus
- Ability to work flexible hours, including evenings and weekends.