Position: Part-time Telephone Lab Supervisor

The Center for Applied Demography & Survey Research (CADSR) is seeking a part time Lab Supervisor for our in house telephone lab. This is a part time (19 hours per week), miscellaneous wage position with no University of Delaware benefits. Shift times are Monday through Thursday 5pm-9pm and Friday 5pm to 8pm, with additional weekend shifts on occasion as needed. The pay range is $14 - $16 per hour. Location is on the UD campus in Newark, Delaware (this is not a remote position).

The Supervisor role is to oversee the production side of our Survey Research Center. Surveys are administered in our call center with the use of computer assisted telephone interviewing (CATI) software from which questions are read and responses are recorded electronically. Telephone interviewers are primarily responsible for gathering valuable information for the development of public policy at state, local and federal levels. We conduct public opinion surveys in a range of topics like transportation, health care and tobacco use. The Supervisor will report to the Survey Lab Manager.

Primary Responsibilities

- Set a positive example for Interviewers and guide their performance to show positive results.
- Assist new Interviewers in their training and help trouble shoot technical issues.
- Monitor and evaluate proper interviewing techniques and quality standards.
- Oversee interviewers by listening to calls and viewing interviewer video screens during the shift to ensure interviewers are maintaining quality standards.
- Ensure interviewers are using rebuttal skills to help with production.
- Provide both positive and negative quality related feedback to Interviewers
- Provide reporting to the CADSR Lab Manager.
- Fluency in English is required.

Qualifications

- Minimum of a high school diploma or GED
- Evening and weekend hours
- Ability to maintain a positive attitude and collaborative work environment
- Ability to effectively communicate orally in English
• Must be organized, mature and work well under pressure
• Ability to follow oral and written instructions and communicate and interact well with people of all ages and diverse backgrounds.

To apply
Send your resume and two references to Rebecca Gross at rbedford@udel.edu.

Employment offers will be conditional upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.

The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members and Women. The University’s Notice of Non-Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.html