



Center for Urban Studies
<http://www.cus.wayne.edu/>

Student Assistant - Telephone Interviewer
(currently work-from-home only)
Spring/Summer 2021

This position offers flexible hours, meaningful work, and excellent starting wages.

The benefits to working as a **Telephone Interviewer** at a premier urban research institution at Wayne State University include:

- **Flexible part-time hours:** Work a minimum of 15 hours per week with a possibility of up to 40 hours per week; evening and weekend shifts available (one Saturday or Sunday shift is required).
- **Meaningful work:** The Center is a non-profit organization dedicated to conducting high-quality social science research in the public interest.
- **Stimulating work:** Phone interviewing is challenging and dynamic work that draws heavily on your interpersonal skills.
- **Competitive pay:** Telephone Interviewers have a starting wage of \$11 to \$12 per hour, depending on experience and/or bi-lingual skills (Spanish or Arabic), with opportunities to take on other assignments within the Center.
- **Professional development:** Upon completion of training on protection of human participants, you will be certified under the University's IRB (institutional review board). Many of our telephone interviewing supervisors and managers started off as telephone interviewers. This job is a great resume builder as well as a chance to develop skills that can be applied to a wide variety of professions. Must attend online CATI training sessions.

Candidate Profile:

- Undergraduate or Graduate Student
- Experience interviewing residential households by telephone preferred.
- Equipment requirement - you must have good Internet access, your own phone, and a computer with Windows 10 or compatible.
- Good computer skills; able to use a Windows-based system.
- Excellent verbal communication skills and enunciation; phone personality.
- Ability to follow all standard operating and project-related procedures. Ability to pay attention to detail.
- Must be able to focus on relevant tasks (consistent calling, accurately assign codes to call records, etc.) and work shift hours as required.
- Solid work ethic and reliability.

In addition to meeting specific job requirements, all employees hired for this position must present evidence of their identity and authorization to work in the United States (I-9 documentation) and undergo a background check.

Apply for the position on Handshake at:

<https://wayne.joinhandshake.com/jobs/4318430>

Resume, Winter 2021 class schedule, and Fall 2020 transcript required.
Spring/Summer 2021 class schedule, if available.