

IMPAQ International, LLC
Survey Center Supervisor

Location	City, State Zip	Post Date	Salary Range	Reports to
Headquarters	Columbia, MD 21044		\$12.50 to \$15.50 per hour	Survey Center Assistant Manager

Overview

IMPAQ International, located near Washington, D.C., is a woman-owned, dynamic, and growing social science research firm providing high-quality consulting and research services, including impact evaluations, policy analysis, and technical assistance to domestic and international government agencies. IMPAQ specializes in designing and implementing research projects to evaluate the effectiveness and cost/benefit of social programs.

Job Profile

IMPAQ is seeking a full-time Survey Center Supervisor who will be responsible for overseeing the work of Telephone Research Interviewers assigned in teams. Interviewers administer computer based, field tested questionnaires to respondents over the telephone throughout the US and its protectorates. Because the Survey Center operates 7 days/week on multiple shifts throughout the day, evening and weekend hours must be covered by a supervisor and flexible schedules are available.

Responsibilities

- Manage the performance of interviewers
- Oversee attendance, shift operations and survey data entry
- Train, encourage and motivate survey interview teams
- Monitor individual interviewer performance and handle interviewer performance issues
- Manage daily shift production activity including: interviewer project assignment, troubleshooting and solving production issues
- Ensure required staffing capacity and daily production objectives are met
- Remain certified and cross-trained on all project surveys
- Assist in recruiting and interviewing as part of the hiring process for interviewers
- Execute start-up and close-down procedures for production systems and building security
- Perform other survey activities such as: interviewing, tracing, locating and serving as a client liaison
- Assist with other duties as assigned by the Survey Center Manager.

Qualifications

Education

- High School Diploma required. College Degree preferred

Knowledge and Experience

- Prior call center or production environment supervisory experience preferred
- Knowledge of principles and processes of survey research/CATI a plus.

Skills

- Must have excellent oral communication and comprehension skills
- Bilingual in English and Spanish a plus
- Must work will as a team leader and team player
- Must be able manage to production schedules and productivity requirements
- Must be able to work on more than one task at a time.

Application

For consideration, please email your cover letter and resume to ccinterviewers@impagint.com with "Survey Center Supervisor" in the subject of the email.

Information

For further information about IMPAQ International, please visit our website at www.impagint.com.