

Employer – J2 Research

Vacancy – Tele Researcher

Working pattern and contracted hours – 37 hours a week (*Mon-Fri 09:00-20:00, shifts are during these hours over 4 days. Possible overtime on Saturdays*)

Number of vacancies - 2

Job summary

J2 Research operates exclusively within the education sector, helping institutions to achieve specific objectives in the 16-19, HE, Adult and Employer markets through telephone surveys. We use our expertise to help advise our clients on the most appropriate questions and type of survey, to ensure we help them reach their objectives.

We pride ourselves on strong client relationships and being responsive to our clients' needs. All our employees must ensure an excellent service to our clients to provide accurate and detailed results.

Your role will involve contacting students who have completed or withdrawn from a course through their local college, council or training provider. You will be contacting people from a wide range of ages, areas of the country and levels of English language skills.

As a tele researcher, you will be responsible for contacting students to complete a survey in relation to the course they have attended. You will be accountable for achieving daily and weekly targets while ensuring an excellent customer experience. You will be entrusted in collecting the information for the survey accurately to ensure we deliver the best possible service for our clients.

Essential Skills, experience and qualifications:

- Possess and demonstrate excellent communication skills
- Great attention to detail
- Maintain a professional and business-like approach to each call
- Demonstrate a positive and can-do attitude
- Able to deliver results and target driven
- Elements of objection handling
- Strive to meet quality standards
- Be able to engage in training and have a proactive approach to further training
- Excellent time management