



>>> THIS IS A WORK FROM HOME POSITION <<<

\$13/hr Base

REQUIREMENTS AND DESIRED SKILLS:

- Must be able to work a **flexible, part-time** work schedule, averaging 20+ hours weekly. Hours will vary as business is cyclical based on client needs for research.
- Previous customer service experience required.
- Must have the ability to work well with others and be a team player.
- Must exhibit excellent people skills, with a friendly, welcoming personality. Ability to interact with clients and respondents in a professional manner in an online environment.
- Self starter, able to work with minimum supervision. Regular interaction with the Client Services Manager required through telephone and online video conferencing.
- Some computer experience required, Microsoft Office and Google Suite a plus.
- Good comfort level with working in a virtual online environment.
- Experience / knowledge of Zoom, MS Teams, WebEx and Google Meets a plus.
- A company laptop will be provided. Broadband internet connection, 25Mbps and up, is required.
- Reliable telephone service required.
- *** Qualified applicants will be asked to submit a 3-minute video and will be contacted for a video conference interview.

RESPONSIBILITIES AND DUTIES:

- Serve as part of a team taking care of the needs of corporate clients conducting market research through an online medium. Directly interacting with clients from a variety of industries.
- Perform technical checks for Online market research projects as needed. Ensure that research participants can connect to the online platform using their own hardware. Basic troubleshooting when needed, know when to involve HelpDesk for advanced troubleshooting.
- Provide hosting services for Online projects. Setup virtual rooms as needed, controlling the flow of clients and respondents to/from the rooms.

- Using a computer for a variety of tasks, including Microsoft Office, Google Suite, email, company proprietary applications and more.
- Ability to learn the use of various equipment/technology that pertains to this work from home position.
- Other duties as required by the Client Services Manager.