

**Department of Finance**  
**Newfoundland & Labrador Statistics Agency**

**Telephone Interviewers (Eligibility List)**

**CONTRACTUAL**

**The Newfoundland and Labrador Statistics Agency, Economics and Statistics Branch, Department of Finance, is seeking individuals to conduct specialized telephone survey research. Positions are contractual, and are on a call-in, as needed basis, with mainly evenings and weekend work available. Location: St. John’s, NL.**

**DUTIES:**

The successful incumbent will be responsible for collecting information, for specific government research purposes, through telephone interviews. S/he will contact respondents to administer standardized questionnaires using specialized computer assisted telephone interviewing software, which is designed to facilitate the delivery of questions and record responses. S/he is also responsible for establishing and maintaining the cooperation of respondents and delivering questions in a clear, professional and objective manner. All information collected must be verified to ensure it is complete and accurate while safeguarding the privacy of respondents and the confidentiality of all information collected.

**QUALIFICATIONS:**

Candidates for this position must have knowledge and experience in customer service. They must demonstrate professionalism and the ability to maintain the integrity of information collected via telephone. The successful applicant will possess well-developed communication and interpersonal skills necessary to elicit respondent cooperation, as well as the ability to work in a highly confidential environment. A functional level of computer literacy (MS Windows environment) is necessary for this position. Experience in the administration of research surveys and/or experience with relevant computerized telephone interviewing systems may be considered assets. The qualifications for this position would normally be acquired through graduation from high school combined with relevant work experience. Training will be provided by the Newfoundland and Labrador Statistics Agency prior to the commencement of the position. Equivalencies will be considered.

Due to the project-based nature of the environment candidates must be willing and able to work flexible schedules in order to accommodate project needs.

**All Applications should be forwarded to: [surveyinfo@gov.nl.ca](mailto:surveyinfo@gov.nl.ca) referencing position title.**

**SALARY: \$17.50/hr**  
**CLOSING DATE: Open**

**For further information on this position please call Shawn Stack at (709) 729-6889**