

Position Description – Fieldwork Supervisor, Outbound Call Centre

The purpose of this Job Description is to provide a broad outline of the responsibilities of the role. An employee will be required to perform from time-to-time other duties as required to fulfil the objective of the position.

- Job Title:** Fieldwork Supervisor, Outbound Call Centre
- Reports to:** Operations Manager
- Direct Reports:** Variable, up to approximately 25 at one time
- Hours:** 0.6 -1.0 FTE with varied hours including weekend and evening
- Locations:** Principally at Level 3/68 Grenfell St, Adelaide SA 5000, with occasionally off-site work required
- Terms:** Contract
- Date:** May 2021

Context:

Action Market Research is an Adelaide based market research company focusing on data collection and results generation for the research industry nationally and internationally. We are highly respected for our commitment to quality, service and willingness to help our clients meet their desired needs. We provide a safe supportive, and inclusive environment in which to grow and learn, and are committed to growing employee knowledge through self-development, and business development learning.

The Fieldwork Supervisor will supervise our skilled and experienced telephone interview team, many of whom have been with us for over a decade. Occasional supervision of off-site face to face work is also required.

Core Values:

Collaboration	We become part of your team by listening to deeply understand your requirements so we can put ourselves in your shoes and anticipate and respond to your needs proactively.
Accuracy	We deliver high quality and accurate evidence-based insights and research outcomes based on fit for purpose methodology and sound data collection and analysis techniques.
Reliability	We openly and consistently deliver on time results, even when time frames are tight.
Expert Knowledge	Australian owned and based, our team of established and outstanding research professionals include a high-quality in-house interview team and data processing specialists with over 260 years of combined experience. We excel at complex programming and phone work.
Care	We employ caring people who are patient and understanding with each other, clients, and respondents.

Job Purpose:

The primary purpose of this role will be to:

- Supervise fieldwork staff in the collection of research data, ensuring a positive, happy, caring and productive work environment in which everyone in our diverse team can thrive
- Maintain commitment to quality, ensuring data is collected at the highest standard
- Management of multiple concurrent fieldwork projects to ensure both client expectations and project budgets are met

Main Duties / Responsibilities:

- Model the behaviours as articulated in Action Market Research's Core Values
- Lead a high performing team and foster a positive work environment
- Oversee multiple projects concurrently, managing their hourly performance from a fieldwork perspective, including budget and timeframe performance targets
- Timely reporting to operations management on field performance, including early and accurate reporting of any project specific issues critical to client communications
- Constant monitoring of fieldwork staff performance to ensure high performance, and balance of workload during shifts
- Timely intervention to offer supportive strategies to lift performance where targets not being achieved
- Provision of shift briefings and training for fieldwork staff to ensure quality and performance outputs
- Validate interviewing through listening to recordings, or calling back respondents
- Booking fieldwork staff for shifts
- Onboarding and induction of new fieldwork staff
- Provision of feedback and ideas for continuous improvement to management
- Other duties as required from time to time

Competencies Required:

The competencies below are an overview of the traits and behaviours required to be successful in the position:

Competency Area	Typical Behaviours
People and Leadership Skills	<ul style="list-style-type: none">• Capacity to establish and maintain productive working relationships with interviewing and operations staff• Ability to work with a diverse group of people• Ability to motivate, enthuse and develop people• Excellent self-awareness and self-management skills; able to keep calm and maintain consistent positive energy under pressure• Effective interpersonal relationships with others• Ability to be fair and impartial to all team members• Ability to think independently and take initiative• Effective and timely decision-making ability
Communication Skills	<ul style="list-style-type: none">• Excellent verbal and written communication skills• Recognises and can represent the viewpoints of multiple stakeholders• Proactively shares information with stakeholders and affected parties• Politically astute, exercising sensitivity and diplomacy• Ability to present training and shift briefing sessions
Planning and Organisational Skills	<ul style="list-style-type: none">• Proven capacity to work in a rapidly changing environment• Ability to effectively multi task and juggle several competing priorities• Outstanding attention to detail• Well organised and deadline driven; highly efficient• Excellent time management skills• Logistical skills
Numerical and Analytical Skills	<ul style="list-style-type: none">• Strong analytical and problem-solving skills• Strong numerical skills and solid proficiency with MS Excel• Ability to monitor and manage shift budgets and timeframes

Skills, Attributes and Experience:

The skills and experiences outlined below are required to be considered for the position:

Education

- A demonstrated commitment to ongoing personal and professional development

Essential

- Highly developed interpersonal skills including the ability to motivate staff and maintain consistent positive energy
- Organisation skills including the ability to effectively multi task and balance competing deadlines
- Strong verbal and written communication skills, including the ability to present to staff
- Relevant experience in research related fieldwork supervision or supervision of a similar busy team with specific performance targets including managing shift budgets and timeframes
- Excellent attention to detail
- Ability to interpret and respond appropriately to research needs from a fieldwork perspective
- Strong administration skills including proficiency in the use of Microsoft Office Suite, especially Excel
- Commitment to quality outcomes and providing the highest level of client satisfaction
- Ability to work well under pressure
- Excellent work ethic, drive, determination and a commitment to succeed
- Loyalty and integrity

Desirable

- Understanding of research data collection methods
- Understanding of sampling methods and quotas
- Knowledge of fieldwork research methods and research trends
- Knowledge of the Market and Social Research Privacy Principles
- Knowledge of the Research Society Code of Professional Behaviour