Eagleton Center for Public Interest Polling (ECPIP)
Shift Supervisor
Part-Time Position – Job Description

Supervisor: Operations Director, ECPIP Call Center;
Location: Rutgers University, New Brunswick – Cook/Douglass Campus
Eagleton Center for Public Interest Polling, Wood Lawn Carriage House
Pay: $11/hour
Hours: Up to 19 hours per week when polling

The Eagleton Center for Public Interest Polling (ECPIP) and the Rutgers-Eagleton Poll seeks shift supervisors for its survey research call center. Established in 1971 as one of the nation's first university-based statewide public opinion polls, ECPIP undertakes both academic and other survey research and designs opportunities for undergraduate and graduate students to learn how to read, analyze, design, and administer polls.

Responsibilities
Shift Supervisors will manage a shift consisting of 20 phone stations and interviewers. All surveys are completed on the computer, so basic experience and comfort with computers is essential. Supervisors will be required to have a working understanding of the computer-assisted telephone interviewing (CATI) software in order to keep track of survey and caller progress during the shift. Supervisors will be trained on the surveys, software, and how to enforce proper conduct and efficiency among the callers.

The center operates seven days a week, with calling taking place during late afternoons, evenings, and weekends. However there may be weeks in which no work is available if no projects are in the field.

Required Qualifications

First preference for employment will be graduate students in the Political Science Department.

Supervisors must be able to lead large groups and make sure everyone is on task, continually checking interviewer work and progress during the assigned shift. Supervisors should be able to think quickly and be strong good decision-makers, acting as the first source for interviewers’ questions or issues and being able to enforce rules and conduct of the call center. All surveys conducted will be for academic or non-profit public interest purposes – never telemarketing or sales calls.

Application Process
Interested applicants should send a resume to: bval2@verizon.net. Please include a brief description of any special skills or experience applicable to the supervising role. Consideration of applications will begin immediately.