



ORIMA National Aboriginal & Torres Strait Islander Field Force

Quality research with Aboriginal and Torres Strait Islander Australians

Field Force TELEPHONE INTERVIEWER

ORIMA Research is Australia's leading provider of research services to the Australian public sector. We are currently setting up our telephone interviewing team to be based in our **Melbourne office** (St Kilda Road). This team will conduct telephone interviews with Aboriginal and/or Torres Strait Islander individuals around the country. This will involve late afternoon and evening work, with shifts usually from 4pm to 8pm.

While the position is casual, stand out performers will be employed on an ongoing ad hoc basis across a number of projects.

Role

- Casual positions available in our Melbourne head office
- Flexible hours
- Commencing immediately
- Pay rate of \$29.70 per hour

Responsibilities

- Undergo basic research process training, including telephone interviewing techniques
- Undergo training to effectively conduct interviews using appropriate IT systems/software
- Effectively conduct telephone interviews
- Provide administrative support for the telephone interviews conducted (receive, handle and dispatch interview material) if required
- Ensure quality control for each telephone interview (check that each interview meets quality requirements)
- Work closely with the supervisor during the project
- Interact with the people over the phone in a highly professional manner

Requirements*

- Prior experience preferable (but not essential as extensive training will be provided)
- Ability to work effectively and comfortably over the phone, particularly with Aboriginal and/or Torres Strait Islander individuals
- Confident, organised, reliable and outstanding interpersonal and communication (written and oral) skills
- Able to meet deadlines and work independently or within a team.

Aboriginal and/or Torres Strait Islander individuals are encouraged to apply.

If you feel you meet these requirements, please apply by submitting an up to date resume as well as a cover letter addressing each of the four requirements listed above* to Damien Loizou Damien.Loizou@orima.com at ORIMA Research. If you have any queries regarding this role, please call Damien on 03 9526 9000 or 1800 654 585.

ORIMA Research undertakes to treat your personal data in accordance with the provisions of the *Privacy Act 1988 (Cth)*.

ORIMA pays respect to Aboriginal and Torres Strait Islander peoples past and present, their culture and traditions and acknowledges their continuing connection to land, sea and community.

