

**COMPANY INFORMATION**

Fact Finders is a full-service market research firm committed to providing our clients with the highest quality research services. To ensure consistent quality and reliability, all research services are performed in-house from our office in Albany (Guilderland), NY. This includes project design, questionnaire development, data collection and analysis, and all reporting.

**POSITION DESCRIPTION**

The professional interviewing position requires one-on-one telephone interaction with respondents. Professional research interviewers are vital to our ability to provide quality survey research services. The position requires professionalism, a commitment to quality work, strong communication skills, and an ability to record survey data clearly, accurately, and without bias.

**TRAINING**

All interviewers receive comprehensive training before actively interviewing, and are provided with continued support and guidance from the supervisory team. Fact Finders adheres to rigorous standards in our staff development program. All interviewers and supervisors participate in thorough internal training when hired and receive continuous skill development. Also, with every new project, detailed training specific to that project is provided. Training of new employees is conducted in small groups during 1 to 2 evening shifts (5 PM to 9 PM).

**SCHEDULING**

Data collection shifts are generally 4 hours in length and run from 5 PM to 9 PM Monday through Friday and 11 AM to 3 PM on Saturday. We sometimes run shifts on Sundays, which are either 11 AM to 3 PM or 1 PM to 4 PM. However, during busy periods, extended evening hours (until 10 or 11 PM) and/or daytime hours (between 9 AM and 5 PM) may be available.

Schedules of available hours are usually posted 1 to 2 weeks in advance. Schedules are arranged with a supervisor, scheduler, and/or the Data Collection Manager. Interviewers are asked to schedule a minimum of 3 shifts per week and to include one Saturday or Sunday per month. Fact Finders works with its employees to arrive at mutually suitable schedules.

Fact Finders allows for flexibility in arranging work schedules. We, too, may require flexibility from employees. At times there are breaks between projects where we may not have work available for previously requested shifts. We do our best to keep these breaks to a minimum and to inform employees about project schedules well in advance.

**PAY SCHEDULE**

The starting pay for new interviewers is \$10.00 per hour. Fact Finders issues paychecks on alternate Fridays. Pay periods are biweekly and run from Wednesday through the Tuesday of the second work week. Paychecks are issued when 5 or more hours are worked during a pay period. With the exception of an employee's final paycheck; if fewer than 5 hours during a pay period are worked, the hours are carried over and added to those of the next pay period.

**CONTACT**

If you are interested in applying for a position with us, have questions, or if you would like more information, please contact us at (518) 242-2000, or email [Careers@FactFinders.com](mailto:Careers@FactFinders.com).