

TELEPHONE INTERVIEWER, BILINGUAL SPANISH/ENGLISH

JOB OPENINGS

The RAND Corporation is a non-profit research organization providing objective analysis and effective solutions that address the challenges facing the public and private sectors around the world. The **RAND Survey Research Group (SRG)** is currently hiring 1-3 **Bilingual Spanish/English Telephone Interviewers** to conduct telephone interviews with adults in the Hollywood Metro and South Los Angeles communities who have symptoms of depression. These interviews are part of a community-based and led research project called Community Partners in Care (CPIC) that is funded by the National Institutes of Health.

POSITION TYPE, DURATION, AND RATE

Part-time, hourly, temporary adjunct staff position. This position does not have benefits. Expected duration of the study is April 2010 through March 2011. **Pay rate is \$14.50 per hour.**

JOB DESCRIPTION

Interviewers will encourage participation, obtain verbal consent, answer questions about the study, and conduct 60-minute structured telephone interviews using our CATI (Computer Assisted Telephone Interview) system in English and Spanish. The interview contains questions related to symptoms of depression, satisfaction with community services, and difficult life experiences, as well as socio-demographic characteristics. Telephone Interviewers work scheduled shifts in our Santa Monica office.

JOB REQUIREMENTS

- Excellent verbal communication skills, including the ability to speak on the phone in a clear and professional manner and to establish rapport with participants
- Comfort working with diverse groups of people
- Comfort speaking to people about sensitive, private issues
- Good basic computer skills
- Ability to work in a production-oriented environment
- Ability to adhere to strict quality control procedures
- Ability to read scripts verbatim
- Ability to attend all scheduled training sessions
- Availability to work 18 hours per week during 6-hour scheduled shifts Monday through Thursday 12:00 pm to 6:00 pm or 2:00 pm to 8:00 pm, Saturday 10:00 am to 4:00 pm and Sunday 11:00 am to 5:00 pm in our Santa Monica office. All interviewers must work at least one weekend day most weeks.
- Spanish/English bilingual skills (Applicants for bilingual positions will be evaluated in both languages)
- Experience with CATI systems helpful

APPLICATION PROCESS

- Applicants will be evaluated based on submitted resumes, work and school history, and relevant experience.
- Selected applicants will be called for a brief telephone interview, and may next be invited to a group interview.
- Based on the group interview and reference checks, selected applicants will be offered a position to attend paid training.
- Trainees who successfully complete training will continue employment on the project.

TRAINING

Telephone Interviewers receive extensive paid training, which will be held at our Santa Monica headquarters Tuesday, April 6, Thursday, April 8, and Monday, April 12 – Thursday, April 15 (6 days.) Attendance at all of training is mandatory. Trainees must successfully complete training to continue employment on the project. Trainees will be evaluated throughout training. The requirements for passing training will be discussed at the group interviews.

TO APPLY

Send resume or list of qualifications by email, fax or mail to Emily Cansler, RAND, 1776 Main Street, Santa Monica, CA 90401-3208. Email ecansler@rand.org. Fax 310-451-6921.

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