



WORK AT HOME RESEARCH INTERVIEWER

FREQUENTLY ASKED QUESTIONS

nielsen
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Frequently Asked Questions

What type of work does the company offer to remote Research Interviewers?

Research Interviewers hold the most critical position in providing quality market research to our clients. As a Research Interviewer, you will be responsible for contacting consumers/respondents, and recording their responses to our scripted surveys. This information is then analyzed and passed on to clients so that they can make informed decisions about government policy, new products and services, current events, and other important issues.

Does the company hire where I live?

At the moment, we are only able to hire candidates who live within the local calling distance of Ottawa, Montreal, Toronto, Fredericton, Winnipeg and Vancouver. We intend to extend our work at home program to other areas in the future. We encourage you to refer back to our website to see if we have expanded to an area near you.

What type of home office equipment is required?

- Quiet space with a landline or cell phone (Not VOIP or other internet phone services)
- A computer with Windows XP SP2 or higher, minimum 1GHZ single core or dual core processor with at least 512MB of RAM (Mac acceptable if Windows is installed)
- Windows 8.1/ Windows 10 is recommended
- Internet access with a minimum speed of 3mbps
- Noise-cancelling headset that plugs into the phone (i.e. USB is not compatible)
- Internet Explorer
- Located within the local calling area of the city you are submitting your application for

Does the company charge any fees to applicants?

There are no fees associated to the application; it is completely free to apply.

What are the requirements to become a remote Research Interviewer?

- High school completion or equivalent
- 6 months of customer service experience
- Excellent communication skills
- Clear speaking voice
- Reading ability
- Ability to work independently
- Computer proficiency with Word, Excel, Email
- Ability to use a computer keyboard
- Available a minimum of 22 hours a week, and 20 hours of weekend hours a month
- Work environment is indoors, and majority of the time is spent sitting at a desk in front of a computer

How will I receive my pay?

Employees are paid semi-monthly via direct deposit.

Are remote Research Interviewers considered employees or independent contractors?

All of our Research Interviewers are part-time permanent employees at Nielsen.

How much will I be paid?

We provide a base rate pay, plus competitive productivity bonuses.

How many hours are available/required?

We require Research Interviewers to be available a minimum of 22 hours per week and 20 hours of weekend hours per month. Due to the nature of the industry, we do not guarantee any hours, they depend on the workload we have available.

If I'm hired, what kind of training is required?

After accepting your employment offer, you will go through an initial online training. As needed, you will receive additional trainings throughout your journey at Nielsen.

When will I hear about my application?

Our hiring criteria changes on a weekly basis. Once your profile matches our criteria, one of our recruiters will give you a call to conduct an over the phone interview.

How will I be able to communicate with my manager?

Your Team Leader and/or associate Team Leader will be reachable by email and live instant message chat.

Do you offer benefits?

Once you meet the minimum requirements to participate in our group benefit plan, you will be receiving an information package at your home.

Do I need to have a long distance plan?

No, a long distance phone plan is not required. At the beginning of the shift, you will be connecting to our system and the system will call on your behalf.

Will my phone number be displayed on the respondent's caller ID?

No, since our system will call on your behalf, our company's number will show up on the respondent's caller ID.

Can I use a Macintosh computer?

You can use a Macintosh computer as long as you have a compatible version of Windows installed on it. Refer to the minimum requirements in the job posting.

Can I use a laptop?

Yes, as long as your laptop meets the minimum technical requirements. Your laptop will need to be plugged in at all times.

Do we have to purchase a specific brand of equipment?

As long as your equipment meets the minimum requirements, you are free to use the brand of your choice. We do not recommend any particular brands.

How do I conduct and submit the surveys?

You will be downloading a web-based software that connects to our virtual call centre. Once connected, the surveys will display on your screen.

Can I work from my local coffee shop?

No, you must work from a quiet and private home-work space. You must be connected to a phone within the local calling area.