



Project COCU Canada

- This is a TELEPHONE mystery shopping assignment.
- **We need shoppers who have Canadian speaking dialects (except French)**
- You will be placing calls to locations in AB, SK and ON during business hours.
- The calls can be as brief as 2 minutes to as long as 10 minutes depending on the call scenarios. The average is around 8 minutes.
- As a telephone mystery shopper there is also research you have to do prior to placing the call. In many cases you will have to research the weather conditions in the location you are calling. You will also need to use MapQuest.
- You will be playing the role of a consumer calling an international water filtration company inquiring about their prices, services and delivery schedule. Regardless of where you live, you will “pretend” to live in the local community we provide as your customer identity.
- You will ***not*** be required to complete a post call survey or evaluation. The calls are recorded (we provide the recording system) and our internal staff handles the evaluations/audits.
- We provide personal training on the industry and client.
- Previous TELEPHONE mystery shopping experience is highly desirable. It is not as easy as most people assume.
- The compensation is USD \$5 per completed call and we pay monthly.
- We have approximately 100 shops available to assign; we typically divide them up among 3-5 shoppers.
- Technology requirements:
 - High speed access (you will be accessing our database)
 - Windows OS
 - Regular LANDLINE telephone. The following types of phones will not work with our recording system:
 - Cell phones
 - VOIP
 - Skype
 - Magic Jack
 - Vonage
- You will typically only have a handful of shops a day, so this is a very limited position. WORK AT HOME people tend to do best. Don't apply for this job if you work full time outside the home. Even though you may just have a couple of calls to place, it is not the type of job where you can just make the calls during your lunch break.
- To apply please send an email with your qualifications/resume to:
 - jobs@telexpertise.com
 - Please put **PROJECT COCU Canada** in the subject line.