



---

### Project DEX

- This is a TELEPHONE mystery shopping assignment.
- You will be placing calls to locations in the Eastern & Central US during business hours.
- The calls can be as brief as 4 minutes to as long as 8 minutes depending on the call scenarios. The average is around 6 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 a national heating and air conditioning service & repair company. In most cases, you'll play the role of an existing customer in need of a service appointment. Regardless of where you "really" 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.
- After the call ends, you will have to immediately call the client back and inform them that your previous call was a "mystery call."
- 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 75 shops available to assign; we typically divide them up among 5-8 shoppers per month.
- 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. Do not 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](mailto:jobs@telexpertise.com)
  - Please put **PROJECT DEX** in the subject line.