

EXAMPLE TERMS OF REFERENCE FOR A REMOTE DATA COLLECTION CALL CENTRE OPERATOR

Name		Grade:	
Position title:		Duty station:	

Supervisor:

Second Level Supervisor:

1. Background

[Insert here background information on your remote data collection project]

2. Job Description

Under the guidance and supervision of the Head of VAM, the selected candidate will be responsible for the following duties:

- Maintain a register of mVAM survey respondents, identified by phone number
- Place 400 number of calls every month to collect price and food security information
- Carry out data entry under the supervision of the Head of VAM
- Submit timely datasets to the Head of VAM for analysis, using the formats provided
- Establish a list of respondents who are to receive the airtime incentive at the end of each completed survey, which would be submitted to VAM/Admin/Finance for payment
- Report to the Head of VAM on any challenges for follow up
- Clean data and conduct primarily data analysis and calculations
- Support broader WFP efforts of data collection
- Perform other related duties as required

3. Qualifications and experience

The person should have the following qualifications and experience:

- Fluent in local languages
- Computer literate (MS Windows, MS excel, ODK)
- Highly organized

Familiarity with VAM surveys is an advantage.

4. Duration of contract

The duration of contract will be XX months with the possibility to extend. Every week, the incumbent will be expected to work XX days. Which will amount to XX days a month and XX days in XX months. The incumbent's contract for the third month and onwards will depend on the performance of the incumbent.

