

JOB OFFER		
REFERENCE	OPENING DATE	DEADLINE
COHORTE/CANTABRIA	26/1/2021	4/2/2021
PROFILE REQUIREMENTS		
EXCLUSIVE REQUIREMENTS: (1)		
ACADEMIC DEGREE	Higher Grade Formative Cycle or equivalent	
OTHERS REQUIREMENTS	Experience in telephone customer service	
VALUED MERITS /SKYLLS		
EXPERIENCE	Previous experience in telephone answering, reception and issuance of calls. Database management. Work experience in healthcare environment.	
LANGUAGES	English	
CONTRACT INFORMATION		
TYPE OF CONTRACT	EXPECTED INCORPORATION DATE	JOB STATUS
A Research Project	February	Full Time (35h/week)
ANNUAL GROSS SALARY		DURATION OF THE CONTRACT
16.991,95€		1 year (extendable depending on the project and financial availability)
WORK LOCATIONS		UNIT/DEPARTMENT
IDIVAL		General Services
OFFER DESCRIPTION		
Call Center Administrative		
DESCRIPTION OF THE TASKS IN THE PROJECT		
<ul style="list-style-type: none"> <li>- Telephone contact with volunteers (broadcast and reception)</li> <li>- Volunteer citation</li> <li>- Data collection and registration in databases</li> <li>- Support in administrative tasks related to the project</li> <li>- Preparation of basic reports</li> </ul>		
PRINCIPAL INVESTIGATOR / RESPONSABLE	RESEARCH GROUP	RESEARCH PROJECT
Javier Crespo		COHORTE/CANTABRIA
RECRUITMENT INFORMATION		
SELECTION PROCESS STAGES (2)		EMPLOYMENT EXCHANGE
Preselection: Interview: maximum candidates to be interviewed: 10 (in order of score: from highest to lowest). Minimum score for this phase: 40 Tribunal report: Resolution:		YES
SELECTION BOARD		

<ul style="list-style-type: none"> <li>• <b>Javier Crespo, Project's Main Researcher</b></li> <li>• <b>María José Marín, Technology Services Coordinator</b></li> <li>• <b>Galo Peralta, IDIVAL's Management Director</b></li> <li>• <b>Patricia Álvarez, IDIVAL Human Resources Coordinator (she will act as Secretary of the Tribunal)</b></li> </ul>				
VALUATION OF MERITS				
MERITS	EVALUATION	SCORE		MAXIMUM
Previous experience in telephone answering, reception and issuance of calls	CV	Worked Time	1point/month	22
Database management.	CV	Worked Time	1point/month	22
Work experience in healthcare environment.	CV	Worked Time	1point/month	10
Language: English	CV	Requirement fulfillment	Level B1:2 B2 or higher: 6	6
FINAL SCORE				
<b>MAXIMUM TOTAL SCORE BY MERITS</b>				<b>60</b>
<b>MAXIMUM TOTAL SCORE IN INTERVIEW</b>				<b>40</b>
<b>MAXIMUM TOTAL SCORE</b>				<b>100</b>

(1) Not subsanable

(2) See duration of each phase in the document "Selection Process"

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