



The Voice of Your Customer

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Mystery Shopper

Reports To: Supervisor/Manager

Revision Date: December 2007

PRIMARY RESPONSIBILITIES

1. Complete participation documentation, confidentiality agreements and project training as required
2. Complete in person, telephone and electronic observations as required
3. Record observation to video, audio and/or manuscripts as required
4. Prepare summary and detailed reports of processes and findings
5. Travel to various domestic and international locations as required
6. Participate in tradeshow, meetings and company events as required

KNOWLEDGE, SKILL AND EXPERIENCE REQUIREMENTS

1. MSPA Certification
2. High school diploma or equivalent. Degree in Business or Social Services preferred.
3. Experience in sales, marketing, customer service, audit and/or compliance required.
4. Experience in planning and completing in person, telephone and/or electronic mystery observations
5. Experience in preparing/populating databases, reports and presentations of findings
6. Experience in teaching or training various aspects of sales, marketing, customer service, audit and/or compliance a plus
7. Private investigator experience a plus
8. Food service and/or restaurant inspection experience a plus

WORKING CONDITIONS

The Voice of Your Customer completes mystery observations for a variety of business to consumer, business to business, non-profit organizations, educational institutions and government agencies. Working conditions, required equipment and travel requirements vary by project.

To apply, please submit a letter of interest and a resume to info@thevoiceofyourcustomer.com. Due to the nature of work, applicants may also be asked to disclose minimal demographic information to be considered for specific projects.

In compliance with our Affirmative Action Program, we always make a good faith effort to recruit a diverse project team and provide equal opportunity for minorities, women and disabled persons. We also comply with the Ohio Revised Code 125.111 and all applicable federal regulations and guidelines regarding Equal Opportunity Employment.



Do you offer EXCEPTIONAL customer experiences...or simply good products and services?