

Research Assistant (Temp) – Informa Research Services | Calabasas, CA

Informa Research Services is currently seeking a **Temporary Research Assistant** to join its team in **Calabasas** for a period of six months. Informa Research Services is one of the top 50 market research companies in the U.S., specializing in the retail financial services industry. The **Research Assistant** will be responsible for gathering and researching consumer loan product information (such as interest rates and fees) for financial institutions in an accurate and timely manner. Additionally, they will provide support for all operations within the team, such as performing research for specialty reports, reviewing audits and reports, and contributing to the team's various performance goals.

This position is also responsible for updating loan data by averaging 50+ calls a day, as well as by researching financial institution websites. Accuracy and timeliness are key to ensuring the clients receive most accurate information on time to assist them in vital decision making, such as corporate level pricing and product offerings.

Job Duties

- Responsible for individual achievement of Key Performance Indicator (KPI) objectives
- Complete all assigned loan product data updates for the day
- Review, maintain and update data within the Loan Database
- Check audits daily and report corrections to Assistant Client Relationship Supervisor
- Be available to work on additional projects assigned
- Make appropriate changes to financial institution information (i.e., product name changes, tier changes, mergers, and adding/deleting products).
- Assures all call-sheets, faxes, e-mails, and web sites are filed away by the end of the day.
- Assist the Client Relationship Supervisor in keeping custom reports up-to-date in regards to institution changes, product introductions, product deletions, and new research.
- Research projects. Gather all pertinent information for the research project (i.e. product names, compounding, etc.)
- Provide back-up on rate and product updates for other members of the teams, as well as, other departments.
- Assist other departments when necessary on special projects.

Key Qualifications

- High School diploma required
- Bank, lending, and credit union loan product knowledge is a plus
- 1 year of extensive telephone experience is a plus
- Communicates well both verbally and in writing, shares information and ideas with others, and has good listening skills.

Key Skills

- Knows product offerings in order to effectively make successful calls to collect data. Is able to identify if quotes received are accurate.
- Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems.
- Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.
- Proficient in Microsoft Excel, Word, Outlook, and Internet
- Must be detail oriented and organized

- Excellent verbal and written communication skills
- Excel in a deadline oriented environment
- Multi-tasking various projects and assignments
- Excellent customer service skills in person and by phone

PHYSICAL DEMANDS

- Frequently requires sitting, standing, walking, listening, and communicating on the phone and in-person; ability to see information in print and/or electronically, and write for extended periods of time; frequently handling objects and reaching with hands and arms. May occasionally lift and/or move up to five pounds.

To apply for this opportunity, please submit your resume, cover letter, and salary expectations [APPLY HERE](#)

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Informa Business Intelligence, provides specialist data, intelligence and insight to our customers, helping them make better decisions, gain competitive advantage and enhance return on investment.

BI has a valuable portfolio of digital subscription products, providing business critical intelligence to global, regional and niche communities within five core industry sectors: **Pharma & Healthcare; Finance; Telecoms, Media & Technology; Maritime & Law and Agribusiness & Commodities.**

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