



**UNIVERSITÉ TOULOUSE CAPITOLE  
DIRECTION / SERVICE**

**Postdoctoral researcher**

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| The contract is for a fixed term, under public law, full-time, until August 31, 2025, renewable for one year subject to conditions.    **Start Date:** September 1, 2024 |

The University of Toulouse Capitole is recruiting a Postdoctoral Researcher as part of the project funded by ANR THEVOICES: Transformations of Human Employees’ Voice in the Service Industries Contributions to Theory and Practice, coordinated by Sarah Boujendar (Associate Professor in the Department of Human Resources and Organizational Behavior at TSMR). This project brings together an interdisciplinary team of experienced researchers who delve into the ethical and societal issues raised by the use of voice transformation technologies in service industries.

# PRESENTATION OF THE UNIVERSITY

Emerging from a long academic tradition, the University of Toulouse Capitole became an experimental public institution on January 1, 2023. This new institution currently comprises the following components: Faculty of Law and Political Science, Toulouse School of Management, Faculty of Administration and Communication, Faculty of Computer Science, IUT of Rodez, and two component institutions: Toulouse School of Economics and Sciences Po Toulouse. With nearly 20,000 students, its 700 teaching staff and 600 administrative staff contribute to its influence. Its ambition: to create a multidisciplinary and international research hub, develop local and international partnerships, promote pedagogical innovation, and enhance the attractiveness of the Toulouse university campus.

# PRESENTATION OF THE SERVICE/PROJECT TEAM

The postdoctoral researcher will join an interdisciplinary team composed as follows:

**Sarah Boujendar:** Project Coordinator, Associate Professor at Toulouse School of Management (TSM) of the University of Toulouse. Sarah Boujendar is a member of TSMR (Toulouse School of Management Research, UMR5303). Her research focuses on the attitudes and behaviors of employees in customer-facing roles, particularly in call centers.

**Jean-Julien Aucouturier:** CNRS Research Director at the FEMTO-ST Institute, UMR6174. Jean-Julien Aucouturier brings expertise in vocal technology and cognitive neuroscience. His research lies at the intersection of automation and neuroscience, with clinical applications in neurology and psychiatry.

**Jean-François Bonnefon:** CNRS Research Director at Toulouse School of Management (TSM) and Toulouse School of Economics (TSE). Jean-François Bonnefon brings expertise in psychology and behavioral ethics.

**Karim Mignonac:** Full Professor in Organizational Behavior at the University of Toulouse 1 Capitole and Toulouse School of Management (TSMR, UMR5303). Karim Mignonac brings expertise in employee performance and well-being.

# MISSIONS

The postdoctoral researcher will join a project examining the use of real-time voice filters in AI-mediated communication, especially in the context of call centers.The project offers privileged field and technology access. The postdoctoral researcher will focus on behavioral experiments attempting to anticipate the ethical and social norms that will arise about the use of such filters. They will design experiments, conduct data collection, analyze data, and disseminate research findings through publications and presentations. They should have a PhD in management, psychology, or another behavioral field, a strong background in experimental design and online data collection methodologies, and proficiency with statistical analysis, preferably in R. Programming skills can be advantageous but are not required. Candidates with prior interest or publications related to behavioral approaches to AI will be given special consideration.

# MAIN ACTIVITIES

-Designing behavioral experiments to anticipate evolving ethical and social norms related to the use of voice filters.

-Conducting data collection for these experiments, using online and offline methodologies as needed.

-Analyzing collected data using statistical techniques, preferably using the R programming language.

-Disseminating research results through academic publications and presentations at scientific conferences.

-Collaborating closely with other members of the research team and benefiting from privileged access to fieldwork and necessary technologies for project implementation.

# REQUIRED SKILLS

* knowledge :

- PhD in management, psychology, or another relevant field.

-In-depth knowledge of AI-mediated communication, particularly real-time voice filters.

-Understanding of ethical and social norms related to the use of emerging technologies such as voice filters.

-Mastery of behavioral and experimental research methodologies.

-Familiarity with principles of experimental design and online data collection.

-Expertise in statistical analysis of data, preferably with advanced skills in using R.

* Skills :

- Ability to design and implement behavioral experiments to anticipate evolving ethical and social norms.

-Competence in collecting, organizing, and analyzing qualitative and quantitative data.

-Effective communication of research results through academic publications and presentations

* Attributes :

-Ability to work autonomously and collaboratively in a research environment.

-Intellectual curiosity and openness to exploring new research areas.

-Sensitivity to ethical and social issues associated with the introduction of new technologies.

-Commitment to professional ethics and scientific rigor in research.

# Favorable Working Conditions Favorable Working Conditions

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| - Contribution to stimulating and structuring projects.  -Work within a committed and supportive team for the benefit of users.  -Staff training.  -Collective catering.  -Partial reimbursement of transportation costs. | - 41 days of leave + 15 RTT (reduction in working time) days for a full-time year.  - Time Savings Account.  - Telecommuting possible  - Workplace in downtown with parking.  - Public transportation nearby.  - Various sports activities. |

# HOW TO APPLY

Applications (cover letter and curriculum vitae) should be sent by email before 01/05/2024 to the Human Resources Department at: [utcapitolerecrute@ut-capitole.fr](mailto:utcapitolerecrute@ut-capitole.fr) and sarah.boujendar@tsm-education.fr, indicating the position title in the subject line.

Scheduled Interview Date: 15/05/2024

**Contact Information: For further information, please contact:**

**Name: Sarah Boujendar**

**Title: Associate Professor, TSM**

**Phone: 0676655261**

**Email: sarah.boujendar@tsm-education.fr**