

Survey House Manager

Competition # SHM - 17

R.A. Malatest & Associates Ltd. is one of Canada's largest independently owned and operated research firms with more than 70 dedicated research professionals and 100 or more part-time surveyor data collection clerks, all working to provide quality research that contributes to positive social and economic change across Canada. Our company has national office locations in Halifax, Toronto, Ottawa, Edmonton and Victoria. Currently, we are seeking a Survey House Manager for our Victoria outbound call centre. Internal applicants are welcome to apply.

Posted: June 16, 2017

Closing Date: Until Filled

Location: Victoria, BC

Hours of Work: 40 hours per week; week days, evenings, and weekend hours may vary based on project requirements and the needs of the business; Flexibility to work a variety of shifts that include evenings and overtime, as required.

Rate of Pay: \$45,000 to \$55,000 annual salary, plus benefits (based on experience/tenure)

Why work with us?

R.A. Malatest & Associates Ltd. is a proactive, dynamic, program evaluation and market research organization always adding new capabilities and expertise to our existing competitive advantages. The Survey House is integral to the data collection requirements that inform our research.

As Malatest is a client focused organization that meets and exceeds our clients expectations for the quality and integrity research we are known for. The survey administration project completions contributed through our Survey House, has directly linked to our continued success as a company.

Our Survey House Manager:

Proactively works with research professionals to provide input for effective data collection requirements. Collaborates with the research team based on lessons learned and successful approaches or techniques that could be used to ensure the successful completion of every project.

Contributes managerial leadership, good organizational and project management skills for the wide variety of data collection projects we undertake as a company.

- Works well with others within our fast-paced, **outbound call centre** work environment;
- Represents the company with matched values for **excellence, professionalism, quality, integrity and efficiency.**
- Has exceptional attention to detail, interpersonal and communication skills, and a dedicated interest for the research projects that we provide collaboratively as a company;

Duties will include, but are not limited to:

- Managing staff and schedules based on project requirements
 - Project Tracking/ Planning/Organization/ Management
 - Overseeing SH Operations with appropriate leadership
 - Coaching and Training Survey House Operations/Projects
 - Liaison with Research re: projects
 - Policy Reinforcement
 - Managing Data Collection activities
 - HR activities - hiring and payroll
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¹ As the nature of our work requires project to project contracts, the work available will vary. Survey House operations is subject to work related slow-downs from time to time that could result in temporary layoffs or an end to contracted data collection activities.

Expectations:

- Liaises with programming and research to ensure data collection project requirements are met;
- Advanced computer skills in MS Excel, MS Access, MS Word, PowerPoint;
- Familiarity with multi-line telephone systems CATI/CAWI experience is preferred (we use CallWeb) with some understanding of some advanced sample management;
- An aptitude for typical tech support issues and an ability to trouble shoot basic systems challenges;
- Delivers operational reports and sets project specific target goals or deliverables according to project requirements using established standards, policies, and procedures;
- Facilitates accurate training and project training for assigned data collection clerks;
- Coaches, monitors and reinforces Surveyor comprehension of training so that data collections are completed according to expectation using established policies, procedures and materials;
- Coaches, monitors and reinforces Surveyor performance and survey completion standards according to Survey House expectations;
- Motivates, leads, and contributes to a workplace based on dignity & respect;

Qualifications:

- Completion of post-secondary education in the social sciences, information management, business administration, or other field related to research and/or administrative services;
- 2+ years of work experience in an outbound call center, preferred;
- Experience using a Computer Assisted Telephone Interviewing (CATI) System;
- Experience with survey administration and respondent engagement, required;
- Managerial or Supervisory experience with staffing, hiring, training, scheduling and discipline;
- High level integrity to handle confidential and/or sensitive information;
- Strong time management skill;
- Proficient communications in both official languages (English/French) an asset, not required;
- As a condition of employment, staff members are required to obtain a security clearance with the Industrial Security Directorate Division of Public Works and Government Services Canada.

How to apply?

Submit your resume, cover letter and application to Ms. Pamela Toovey, CPHR of Human Resources. Please quote the competition number **SHM - 17** within your application /e-mail.

While we would like to thank every candidate for applying, please be advised that only shortlisted candidates will be contacted. No calls, please.

<p>E-mail: (Word or pdf) resumes@malatest.com</p>	<p>Hard Copy: In Person</p>	<p>By Mail: 858 Pandora Ave Victoria BC V8W 1P4</p>
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Internal and External applicants are welcome to apply. Please No calls.

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