



R.A. Malatest & Associates Ltd.

Survey House Supervisor

Competition # VSH - 18

R.A. Malatest & Associates Ltd. is one of Canada’s largest independently owned and operated program evaluation research firms with more than 70 professional researchers and three data collection centers. We are one of Canada’s largest social research companies with offices in Victoria, Edmonton, Ottawa, Toronto and Halifax. Currently, we are seeking a Supervisor, who would report directly to our Senior Supervisor within the Victoria call centre. This is an internal posting so Surveyors are welcome to apply!

Posted: February 2, 2018

Closing Date: February 23, 2018

Location: Victoria, BC

Hours of Work: 15 to 30 hours per week; evenings and weekends - scheduled shifts and hours vary based on project requirements;

Rate of Pay: \$16.00/hour, plus vacation pay (based on experience/tenure)

Why work with us?

Malatest is a proactive, dynamic, progressive evaluation and market research organization always adding new capabilities and expertise to our existing competitive advantages. Our company offers a dynamic outbound call centre work environment with continuous opportunities for learning and development (often due to the variety of projects available within our offices nationally).

Malatest is a client focused organization that values our data collection methods and activities. Quality data ensures that Malatest meets and exceeds all expectations for the integrity research, our company provides.

Our Survey House Supervisor:

Proactively contributes to the supervision and facilitation of data collection activities and survey interviewing techniques (to engage with members of the public over the phone, using a computer assisted telephone interviewing system) for the wide variety of project completions required.

Must work well with others using excellent interpersonal communication skills in our fast-paced **outbound call centre** to appropriately represent the company and our client with a matched value for **excellence, professionalism, quality, integrity and efficiency;**

Duties & Responsibilities:

- Survey Administration - Data collection
- Data Entry & Reception on multi-line phone system
- Supports scheduling tasks for Surveyors/Projects
- Supervises day to day SH Operations
- Project Tracking/ Organization /Quality Assurance
- Provides support for Research and Survey House
- CATI/CAWI & CallWeb internal systems
- Types, Formats, Proofs Reports
- Facilitates Training
- Dialing and data security coaching
- Mail/Courier and Office Supplies
- Provides SH Policy Reinforcement

How to Apply?

Submit your resume and application to Jeremy Town. Please quote the competition number **VSH - 18** within the subject line and/or content of your application and/or email. No calls please.

We would like to thank everyone who applies, but please not - only shortlisted candidates will be contacted.

E-mail: (Word or pdf) j.town@malatest.com	Fax: 1-866-247-6465	By Mail: 858 Pandora Avenue Victoria, BC V8W 1P4
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¹ As the nature of our work requires that we bid on project to project contracts, the availability of work may vary based on project demands. Survey House operations is subject to periodic slow-downs in accessible work that could result in temporary notice of layoff. Ongoing schedules are posted to maintain the needs of the business and remain subject to change.

Expectations:

- Supervisors communicate and document project specific goals and requirements;
 - Assists with a variety of administrative or operational requirements such as: scheduling, work station assignments, coaching, monitors, progressive discipline and employee follow-up, timesheet accuracy, employee file maintenance;
 - Ensures efficient use of computer applications (i.e., responds to prompts on the computer screen when administering surveys, coding and cleaning data, filing, taking notes, or gathering information);
 - Provides accurate project training and works to ensure Surveyor task comprehension according to Survey House expectations using established policies, procedures and materials for all staff;
 - Conducts quality assurance checks and consistently monitors data collections to provide feedback;
 - Coaches, monitors and consistently reinforces Surveyor performance standards and expectations to motivate and focus appropriate respondent engagement, survey completions, and quality research;
 - Prepares and facilitates communications regarding productivity and performance with clear and concise expectations, goals and targets delivered within the Survey House;
 - Assists with the progressive disciplinary process and conflict resolution in the workplace;
 - Supports hiring activities - arranging interviews, conducting interviews, facilitating testing, reference checks and exit interviews for potential Survey House applicants;
 - Motivates and contributes to a workplace culture based on dignity & respect;
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Qualifications:

- A Bachelor's degree, or post-secondary education in progress; preferably in a field related to research, the social sciences, psychology, information management, business administration, computer sciences, or customer service, is preferred;
 - 1+ year of work experience in an administrative related role and/or Survey House (call centre);
 - Strong computer skills using office applications (e.g., MS Word, MS Excel, MS Access);
 - Proficient use of multi-line telephones and computer assisted telephone interviewing systems;
 - Typing speed (35+ wpm) and high level accuracy, required;
 - High level integrity to handle standard personal, confidential and/or sensitive information;
 - The ability to self-start, initiate, motivate and organize responsibilities with positive enthusiasm in order to meet deadlines, work under pressure of tight timelines and adjust to changing task priorities;
 - Strong time management skills and attention to detail, is essential;
 - Exceptional interpersonal communications in English, is required; proficiency working in other languages (English, French) is considered an asset;
 - As a condition of employment on many of our temporary research project contracts, all call centre staff must be able to obtain a security clearance with the Industrial Security Directorate Division of Public Works and Government Services Canada and must adhere to Malatest privacy and security policies; as a mandatory work requirement.
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R.A. Malatest & Associates Ltd. is an equal opportunity employer and will not discriminate against any employee or applicant from employment because of physical or mental disability, race, colour, religion, gender, sexual orientation or creed in regard to any position for which the employee or applicant is qualified. We are committed to ensuring employment equity within our workplaces. *You are welcome to identify within your application if you belong to one of the four designated equity groups: women, Aboriginal peoples, persons with disabilities and/or members of visible minorities.*

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