



R.A. Malatest & Associates Ltd.

Survey Telephone Interviewer

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 **Surveyors to administer telephone interviews** and gather data to inform our research, in Victoria. Internal applicants welcome!

Posted: December 22, 2017

Closing Date: January 19, 2018

Locations: Victoria, BC

Hours of Work: Evenings and weekends - Scheduled shifts and hours vary based on project requirements;

Rate of Pay: \$15.00/hour, plus vacation pay (based on experience/tenure)

Why work with us?

R.A. Malatest & Associates Ltd. 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).

R.A. Malatest & Associates Ltd. is a client focused organization that meets and exceeds expectations for the quality and integrity of the data gathered to inform our research.

Our Surveyors:

Proactively contributes to the data collection activities and survey interviews (engaging in conversation with members of the public over the phone, using a computer assisted telephone interviewing systems) 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**;

Key areas of responsibility:

- Survey Administration - Data collection
- Reception on multi-line telephone systems
- Data entry, coding, and cleaning information
- CATI/CAWI & CallWeb (internal systems)
- Verifying accurate information gathered
- Developing survey administration techniques

How to Apply?

Submit your resume, cover letter and application form to Human Resources. Please quote the competition number **VSH - 18** within the subject line and content of your application /e-mail. We would like to thank every candidate for applying. No calls please.

E-mail: (Word or pdf) resumes@malatest.com	Fax: 1-888-384-2774	By Mail: 858 Pandora Ave Victoria BC V8W 1P4
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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.*

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.



Job Information:

This is social opinion research, no selling involved. The majority of our research requires Surveyors to engage with members of the public, over the phone (using contact information provided by our clients); to collect information from specific programs/services that the respondent has participated and experienced.

Data collection activities and positions are offered on a project to project, temporary contract, with flexible shifts and hours of work available (and vary depending on project requirements) during typical hours of operation, typically shifts are scheduled (subject to change) on evenings and weekends.

This position is ideal for someone seeking part-time work to supplement their income, and gain valuable work experience related to social research; Students attending post- secondary education, or a semi-retired persons wishing to work and keep busy. Due to the nature of our contract-based work, work hours and schedules may vary based on project demands.

- Calling members of the public from our contact sample and engaging in further conversation in order to administer a survey of questions and gather information needed to inform our research.
 - Completing the targeted number of survey completions required in order to educate and inform the specific research study assigned.
 - Maintaining and securing accurate information according to Malatest standards - as per project training, established policies, procedures or techniques, and other unique project requirements.
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Qualifications:

- Completion of high school required; post-secondary education in progress and/ or completed with a Bachelor's degree in a field of study related to research in the social sciences, psychology, information management, business administration, computer sciences, or customer service, is preferred;
 - Call Centre experience, or work history in customer service and/or an administrative role, preferred;
 - Proficient use of multi-line telephones and computer assisted telephone interviewing systems;
 - High level integrity to handle standard personal, confidential and/or sensitive information;
 - The ability to self-start, initiate, motivate and engage in calls with positive enthusiasm in order to meet project requirements and goals while adapting to changing priorities;
 - Exceptional interpersonal communications in English, is required; proficiency working in other languages (English, French), is considered an asset;
 - Typing (35+ wpm), computer familiarity and excellent verbal communication skills are essential, Computer Assisted Telephone Interviewing (CATI) system or survey experience would be an asset;
 - As a condition of employment on many of our research project contracts, staff members are required to adhere to Malatest privacy, security, confidentiality and quality assurance standards;
 - Must be legally entitled to work in Canada and be able to obtain any required security clearances with the Industrial Security Directorate Division of Public Works and Government Services Canada;
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