



## Survey Data Collection

Competition # BCF2 -20

**Malatest** is one of Canada's largest social research companies with offices in Victoria, Edmonton, Ottawa, Toronto and Halifax. Currently, we own and operate three outbound call centres in Victoria, Edmonton and Ottawa. With developing project opportunities, Malatest is currently seeking **Data Collection Clerks** to administer surveys and gather data as part of our research in the marine transportation industry. Data collection activities will take place onboard public ferries and will require interaction with members of the public.

**Posted: October 15, 2020**

**Closing Date: October 30, 2020**

**Locations: Nanaimo, BC**

**Hours of Work:** Daytime, evenings, and weekends - scheduled shifts may vary.

**Rate of Pay: \$20.00 per hour**

### Why work with us?

**Malatest** is a proactive, dynamic, progressive research organization always adding new capabilities and expertise to our existing competitive advantages. Our company offers dynamic data collection work with continuous opportunities for learning and development (often due to the variety of ongoing projects in our national offices).

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

### Our Data Collection Clerks:

**Complete** data collection activities and administer survey interviews by engaging members of the public about their travel experience and satisfaction aboard BC Ferries vessels.

Data Collection Clerks use iPad technology to collect contact information in order to invite customers to participate in our survey research study.

Data collection clerks must have exceptional interpersonal communication skills and must be comfortable on a moving vessel, in a fast-paced field work environment to appropriately represent the company and research project with a matched value for **excellence, professionalism, quality, integrity and efficiency**.

### How to Apply?

Submit your resume, cover letter, and application form to Malatest. No calls please.

Please quote the competition number **BCF2 - 20** within the subject line and content of your application by e-mail.

<b>E-mail: (Word or pdf)</b> <a href="mailto:resumes@malatest.com">resumes@malatest.com</a>	<b>Fax:</b> 1-888-384-2774	<b>By Mail:</b> 858 Pandora Ave Victoria BC V8W 1P4
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Malatest is an equal opportunity employer and will not discriminate against any employee or applicant from employment because of physical or mental disability, race, colour, age, religion, gender, sexual orientation or creed in regard to any position for which the employee or applicant is most 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.*

<sup>1</sup> As the nature of our work requires project to project work, schedules are posted to maintain the needs of the business and remain subject to change. There can be no promise of permanent employment following the completion of this project.

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**Job Information:**

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This is public opinion research, no selling involved. The majority of our research requires Clerks to engage with members of the public, in-person, collect information from respondents about their satisfaction and experience.

Data collection activities and positions are offered on a project to project, temporary contract basis, with shifts and hours of work that vary depending on project requirements.

Typically, schedules are subject to change based on weather conditions and required transportation schedules for data collection activity targets.

This position is ideal for someone seeking supplemental income and valuable research experience while contributing to a meaningful project. Malatest can accommodate those who want to work a specific number of hours per week.

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**Qualifications:**

- Completion of high school required; post-secondary education with a Bachelor's degree, is preferred;
  - Familiarity and work experience in customer service, tourism, or the hospitality industry, preferred;
  - Integrity to handle personal, private, or sensitive information, required;
  - Interpersonal skills to engage in conversation with positive enthusiasm in order to meet project requirements and goals while adapting to changing priorities, is considered essential;
  - Exceptional communication skills in English, is required, but proficiency in other languages is considered an asset;
  - Familiarity with technology such as iPads, cell phones, and navigating websites to explain how to access the survey online will be required to invite people to participate in an engaging survey experience;
  - As a condition of employment on many of our research projects, all field-work staff are required to adhere to Malatest privacy, security, confidentiality and quality assurance standards; and,
  - All employees 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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**Working Conditions: This position reports directly to the Field Supervisor(s) of Malatest**

- COVID-19 prevention protocols and safety control plans will include the use of personal protective equipment (PPE) - masks, gloves, sanitation supplies - will be required and provided, throughout the duration of project.
  - Safety protocols to ensure the safety of Data Collection Clerks must be followed to comply with provincial recommendations, Work safe BC requirements, and both BC Ferries and Malatest Health & Safety policies.
  - Data Collection Clerks may stand for long periods of time onboard a moving ferry, during all assigned shifts. Outdoor exposure in all types of weather may occur so Data Collection Clerks must come prepared for conditions.
  - Traveling to and from the BC Ferries terminals (independently to work) will be required.
  - Data Collection Clerks are asked to wear basic colored clothes (Malatest vests and jackets provided) to easily identify Malatest field-work staff for security purposes.
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