



Data Collection Clerk

Malatest is one of Canada's largest social research companies with offices in Victoria, Edmonton, Ottawa, and Toronto. 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 survey interviews and gather data to inform our research.

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.

Job Information:

This is social 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 in, and experienced.

Data collection activities and positions are offered on a project to project, temporary contract, with shifts and hours of work available (schedules vary depending on project requirements) during typical hours of operation. 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. **Upon completion of the 90-day probationary period, employees will receive a bonus of \$1 for each hour completed in their first 3 months of employment with Malatest.**

Responsibilities:

- Calling respondents to 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
 - Data entry, reviewing data, validating data, all may be required on a project-to-project basis
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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;

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 slowdowns 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.



- 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 is considered an asset;
 - Computer familiarity and technical skills are essential as well as familiarity with MS Office
 - 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;
 - Must be able to provide proof of vaccination against COVID-19, as per Malatest Immunization Policy.
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