

Posted: May 10, 2022**Closing Date: May 31, 2022****Location: Victoria, BC**

Malatest is one of Canada's largest independently owned and operated social research companies, with offices located in Victoria, Edmonton, Ottawa, and Toronto.

The role of the Coding and Quality Assurance Manager – Survey House National ('SHN'), is a new position at Malatest. The position reports to and works with the Director, Survey House National Operations, as well as the existing Survey House management team, and Surveyors.

The Coding and Quality Assurance Manager oversees coding/data cleaning, quality assurance, and productivity on a national scale for Survey House operations on behalf of the company. This involves the overall management of coding databases and coding resources, as well as quality assurance and KPI metric tracking for projects, specifically for the Survey House Team Leaders, Supervisors, and Surveyors. The Coding and Quality Assurance Manager sets the example and standards for data collection activities and works to enforce and uphold Malatest research standards consistently.

Areas of our research focus at Malatest are diverse; however, some common areas include health, education, employment and the labour market, housing, and transportation. If you have an interest in the research Malatest provides and are looking for an opportunity to diversify your learning and experience related to a range of business development opportunities, this position would be of interest to you. This position will be in out of the Victoria office and will be a salaried position plus benefits and a discretionary bonus.

We appreciate all candidates who apply; however, only those with a cover letter demonstrating why they are qualified for this position will be considered.

Key areas of responsibility include:

- Collaborates with other Survey House Management team in the successful delivery of Survey House operations;
 - Developing and overseeing the quality control system for SHN operations;
 - Active management of coding teams work tasks at the technical level of coding database and quality assurance review;
 - Ensures Surveyors and Supervisors understand the basic parameters of effective and engaging data collection requirements, and Surveyor expectations;
 - Set and ensure coding staff expectations are met through coaching, mentoring supervisor and staff with reviews and progressive discipline as appropriate with inputs from the Manager, Resources and Planning – SHN and HR;
 - Supports and recognizes teamwork and productivity results;
 - Collaborates with Research on coding aspects of projects, keeping the Project Manager – SHN informed on outcomes of work with research, and keeping the Technical Services Manager – SHN informed on technology needs discussed with IT, as appropriate.
 - Pulls performance data from the system; sends notes in the daily opening notes to all appropriate individuals, providing coaching and guidance on desired performance goals and initiatives;
 - Oversee Survey House Incentive Budget and lead the Survey house team to create a positive work environment through coaching/mentoring staff to develop skillsets;
 - Completing other activities as needed in support of business development unit
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Qualifications:

- Post-secondary education in the social sciences, quality assurance, information management, business administration, other field related to research, with 2 years' experience in customer service is required

- Or 5 years' experience in a contact centre supervisory role with strong quality review management required;
- Power user level Database programming skills is preferred;
- Advanced computer skills in Microsoft Office (MS Word, MS Excel, MS Access, and PowerPoint);
- Able to use multi-line telephone systems, manage scripts, queues, and other call centre systems including Computer Assisted Telephone Interviewing (CATI) systems and Computer Aided Web Interviewing (CAWI) and CallWeb systems is required;
- Supervisory experience in an office work environment is preferred;
- Ability to speak and/or write in French, or other language(s) considered a strong asset.

Working Conditions

Malatest is a fast-paced, dynamic work environment. This position will support multiple projects simultaneously, under the pressure of deadlines. The work requires extensive use of a computer, advanced computer skills in MS Office as well as communication, and time management skills are required.

The successful applicant must be able to self-monitor, constructively handle feedback, and strive for continuous improvement. Standard office hours of operation are Monday to Friday from 8:30am to 5:00pm, though some flexibility is possible for the right candidate.

Employees must demonstrate a high level of integrity and attention to detail, an ability to work independently, and the ability to accept responsibility for the quality and completion of assigned work. This position must demonstrate clear and collaborative communications with multiple departments.

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Hours of Work: Full-time (40 hours per week); schedules may vary based on work requirements; flexibility to work other hours and/or overtime during busy times

Salary Range: \$50,000 to \$70,000 per year (based on qualifications)

How to Apply

Submit a cover letter that demonstrates your experience and writing ability and a resume to Ashley Curran at resumes@malatest.com. Please quote the competition number **NSH-CQA22**. **No calls please.**

Note: While we thank you for your interest, only shortlisted candidates will be contacted.

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 regarding 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, Indigenous, persons with disabilities and/or members of visible minorities.
