

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 Survey Houses in Victoria, Edmonton, and Ottawa. We are a proactive, dynamic, and progressive evaluation and market research organization always adding new capabilities and expertise to our existing competitive advantages.

Job Information:

The majority of our research requires Data Collection Clerks to engage with members of the public, over the phone (using contact information provided by our clients); to collect information from respondents regarding specific programs/services that they have participated in or experienced.

Data collection activities and positions are offered on a project contract basis, with flexible shifts and hours of work available (schedules vary depending on project requirements).

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
 - Some data entry, reviewing data, validating data
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Qualifications:

- Completion of high school; post-secondary education in progress and/or completed with a Bachelor's degree is preferred
 - Exceptional interpersonal communications in English
 - Experience working in a call center, customer service, or an administrative role is preferred
 - Proficient use of 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
 - 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
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COVID-19 Protocols and Remote Work

All of our Survey Houses abide by the strictest COVID-19 safety protocols in order to ensure the health and wellbeing of our employees. After a minimum of **one month in office**, staff who meet the following qualifications may be eligible to work from home:

- Availability of 25 or more hours per week, those available under 25 hours per week will be eligible for in office work only



- Demonstrated ability to work with Windows 10, Mozilla Firefox, and basic chat software
 - A reliable and secure home internet connection, with download speeds of at least 60 mdps
 - An ethernet connection to home router/modem (WiFi connections will not be approved)
 - Ability to work independently
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How to Apply?

- Submit your resume, cover letter, and application form to Malatest. No calls please.
- Please quote the competition number **OSH-21C** within the subject line and content of your application by e-mail.

E-mail: (Word or pdf) n.auger@malatest.com	Fax: 1-888-384-2774	By Mail: 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.

Posted: September 27, 2021

Closing Date: Until filled

Location: Ottawa, ON

Hours of Work: Approx. 25 hours per week; daytime, evenings, and weekends - Scheduled shifts and hours vary based on project requirements.

Rate of Pay: \$16.00 per hour
