

Posted: May 27, 2022**Closing Date: June 24, 2022****Location: Toronto, ON**

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 Research Administrative Assistant reports to and works with the Senior Research Director, as well as an extended team of research staff out of the Toronto office. The Research Administrative Assistant supports managers and employees with a variety of tasks and functions. They are responsible for ensuring the confidentiality and security of documents and business materials, and act as the first point of contact for external client contact while presenting a professional first impression. Our ideal candidate understands the importance of meeting and exceeding client expectations, will identify barriers to providing excellent client service, and will design work processes that are responsive to client needs and expectations. They will also be dedicated to excellence in work by having great attention to detail, producing high-quality deliverables, demonstrating good work ethic, within a fast-paced environment involving multiple project deadlines.

Our areas of research focus are diverse; however, some common areas include health, education, employment and the labour market, housing, and transportation. If you are currently seeking a dynamic career within an office work environment, have an interest in supporting research and program evaluation projects, and like to keep busy, this role is for you. This position will be located in Toronto and will be a salaried position plus benefits and an annual discretionary bonus.

We appreciate all candidates who apply; however, only those that are shortlisted will be contacted and considered for the position.

Key Responsibility:

- Professional Reception and Communications
- Monitors project invoicing and provides updates to head office;
- Maintains staff calendars and schedules meetings, appointments, and travel as needed;
- Monitoring project close-out processes and ensuring documents are transferred to head office;
- Providing administrative task support for research project work;
- Document and report editing, filing project documents and maintaining meeting logs;
- Preparing meeting packages for researchers;
- Preparation of PowerPoint presentations;
- Data Entry for projects and research needs;
- Recruits and schedules key informant interviews and assists in focus group set-up; conducts interviews as assigned, prepares notes and summaries;
- Takes meeting minutes for client and team meetings;
- Contributes to the generation of graphs, tables, reports, and presentations;
- Supports more senior team members in interpreting data by summarizing information, documenting source, etc.;
- Contributes to report writing, development of progress reporting tools, editing and formatting reports for clients;
- Participates in the implementation of research projects by supporting project management through organizing project activities, guiding workflow, and monitoring project hours and budgets;
- Mail/Courier items for research, distribute delivered mail, answer main reception phone;

- Completing other activities as needed in support of research unit.
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Qualifications:

- Post-secondary education in the social sciences, information management, business administration, or other field related to research and/or office administration services;
- 2 years' experience in an administrative role and office work environment, preferred;
- Proficiency in MS Office software (e.g., Word, Excel, Access and PowerPoint), and with use of multi-line telephone system;
- Typing speed and accuracy (55+ wpm);
- High level integrity to handle confidential and/or sensitive information;
- The ability to self-start, initiate, motivate and organize responsibilities, in order to meet deadlines, work under pressure and adjust or adapt to changing task priorities;
- Strong time management skill, flexibility and an attention to detail are considered essential;
- Proficient communications in both official languages (English/French) an asset, not required;

Essential skills and aptitudes:

- Strong communicator and relationship builder;
 - Demonstrates an understanding of regulations, policies, and guidelines;
 - Work collaboratively with others;
 - Legally entitled to work in Canada and able to obtain security clearances from the Industrial Security Directorate Division of Public Services and Procurement Canada.
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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 and advanced computer skills are required. The work will also require making phone calls and sending emails to support sales activities, and working out of the Victoria, BC head office.

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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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 **RAM-PA22**. **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.
