

**Malatest** is expanding our team and seeking a dedicated Survey House Supervisor to support the operations of engaging survey administration, data collections completions, and managerial requirements in our Edmonton Survey House (out-bound call centre).

Malatest is a full-service in-house data collection facility and (CATI, CAWI, CallWeb or VOXCO) computer assisted survey administration systems are used to gather data that informs our research.

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### **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.

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### **Job Information:**

The Survey House Supervisor assists, directs, coordinates, and monitors surveyor work to ensure efficient and effective operation of the Survey House. Tasks include, but are not limited to, project and supervisory team coordination, quality assurance, technical support, coaching and training, administrative and HR support, data entry/cleaning/upcoding, all while adhering to and enforcing established Survey House policies and procedures.

Work responsibilities are focused on internal call centre management to organize and track results of quality project outcomes for our client-focused deliverables and expectations. As part of our team, you will play an integral role in delivering strategic communications (pre-shifts, e-mails, data management, coaching and training); while you will be expected to administer successful survey completions and monitor the quality of surveys administered, continuous training and development purposes to ensure gathered data provides valid observations, feedback, and outcomes that meet our ongoing project requirements.

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### **Responsibilities:**

#### **Supervisory:**

1. Work closely with the other supervisors of the Survey House to provide appropriate professionalism within the office, and to contribute (wherever possible) to the research project(s) and skills development of the Survey House team;
2. Train Surveyors well to ensure they are comfortable within their role thus leading to productivity and engaged quality survey administration;
3. Ensures Surveyors and Supervisors understand the basic parameters of effective and engaging data collection requirements, and Surveyor expectations;
4. Ensures Surveyors have access to the correct operating system for dialling; planning for alternative tasks, if required;
5. Set and enforce staff expectations through coaching, mentoring staff with feedback and training;
6. Initialize and de-initialize CATI/CallWeb based projects; performs regular call status code reviews and administers interview appointment scheduling in CallWeb/VoXco or by instruction, as provided;
7. Ensure the timely and efficient completion of surveyor work (data collection and entry) for all assigned projects;
8. Reviewing Surveyor timecards for accuracy and submission in a timely fashion;

9. Recruit and train Supervisory and Surveyor candidates based on management direction on workforce needs and challenges;
10. Create, post, and assign in-house workstations and maintain equipment;
11. Professionalism and influential impact demonstrated by adhering to the codes of conduct, while providing ongoing, consistent support to the Survey House operations, Manager, Supervisory team and Surveyors;

**Other Responsibilities:**

12. Up code, clean, and organize collected records within a database, in an efficient and accurate manner;
13. Develop oneself through mentoring/coaching, role modelling, participating in presentations of in-house training, workshops and/or informational sessions, as well as through any individual performance assessments and/or reviews;
14. Arriving at the office on-time and ready to work. Providing the agreed-upon availability, submitting it in a timely manner, and adhering to your scheduled shifts;
15. Uphold and contribute to the policies, procedures, privacy, and confidentiality requirements of the current company practices;
16. Generating new business by acting as a professional ambassador of the company; delivering tasks on time, on budget and according to quality standards;
17. Other tasks as related to the successful operations of the Survey House (i.e. reading memos, policy updates, and other applicable training materials, and assisting in workstation set-up, cleanliness, and office initiatives as requested);

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**Qualifications:**

- Grade 12 or equivalent is required;
- Post-secondary education in the social sciences, information management, business administration, or other field related to research, office administration and/or customer service is considered an asset;
- Typing speed of at least 30 words per minute with a high level of accuracy;
- Proficiency with multi-line telephone systems, MS Word/Excel/Access, and basic internet browsing is required;
- Knowledge of basic fundamentals for Windows operating systems is required;
- Experience hiring, training, scheduling, coaching, and supervising are considered a strong asset;
- 1+ years working within the Survey House or a previous call centre is mandatory.
- Ability to speak and/or write in French, or other language(s) is considered a strong asset.
- A condition of employment, candidates must be legally entitled to work in Canada, obtain security clearance with the Industrial Security Directorate Division of Public Works and Government Services of Canada, and secure vulnerable sector and/or criminal record checks, as required.

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**Posted: June 22, 2022**

**Closing Date: Open Until Filled**

**Locations: Edmonton, AB**

**Hours of Work:** Full-time with 40 hours per week; daytime, evenings, and weekends. Hours may vary based on project work, Survey Manager's schedule, and operational requirements

**Rate of Pay: \$17.00 per hour**

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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 **SHN -OTT22** within the subject line and content of your application by e-mail.

<b>E-mail: (Word or pdf)</b> <a href="mailto:j.villeneuve@malatest.com">j.villeneuve@malatest.com</a>	<b>Fax:</b> 1-888-384-2774	<b>By Mail:</b> 300-10621 100 Avenue NW, Edmonton, AB T5J 0B3
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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, Indigenous peoples, persons with disabilities and/or members of visible minorities.*

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