

Malatest is expanding our team and seeking a dedicated Senior 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 or CallWeb) computer assisted survey administration systems are used to gather data that informs our research.

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.

Job Information:

The Senior Supervisor provides leadership in the call centre to maintain efficient operations that maximize data collection activities (the use of dialing hours to survey completions) and upholds established policies and standard practices.

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.

Responsibilities:

- Creates a healthy and safe professional work environment based on dignity and respect, by setting a positive example
- Leads and evaluates operations to provide organized data collection services for Malatest research
- Provides administrative support for data collection clerk files, payroll management, and security clearance processes that require consistent follow-up and ongoing maintenance
- Develops work plans, seating arrangements and s action plans to address performance issues and maximize productivity
- Guides the development and implementation of improvement strategies to enhance data collection quality and performance
- Tracks budgets (project by project) and maintains an awareness of any specific contractual, equipment and/or logistical requirements that involve further planning
- Assists staff with administrative inquiries or technical challenges
- Oversees and delegates recruitment and selection training activities to ensure performance accountability and quality standards are maintained
- Reports and anticipates project specific: goals, deliverables, and completion targets according to Survey House operational policies, needs and expectations

¹ As the nature of our work requires project to project work, schedules are posted to maintain the needs of the business and remain subject to change. There can be no promise of permanent employment following the completion of this project.



- Monitors project status, training sessions, and data collection activities to secure client/research expectations (using established policies and materials)
- Facilitates coaching, monitors, policy reinforcement, data collection activities, data security measures (using established policies and procedures)

The Senior Supervisor will be assigned the following project support tasks to coordinate from time-to-time:

- Preparing packages for site visits (materials for researchers)
- Scheduling interviews/making reminder calls
- Booking travel
- Managing/organizing transcriptions
- Providing status updates/progress reports
- Keeping track of payroll hours and schedules for field work

Qualifications:

- Completion of post-secondary education, preferred
- Excellent communication, strategic leadership, and effective time management
- Previous Supervisory experience in a call centre work environment preferably with hiring, training, scheduling, admin, and promoting recognition activities associated with performance standards
- Familiarity with engaging survey administration, using multi-line telephones, computer assisted interviewing systems (CATI/CAWI)
- Proficient computer skills using MS Office: (e.g., MS Access, MS Excel, MS Word, PowerPoint and conducting internet searches)
- 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

How to Apply?

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

E-mail: (Word or pdf) s.perhar@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 9, 2021

Closing Date: October 1, 2021

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: \$20.00 - \$23.00 per hour (based on qualifications and experience), plus benefits.

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