

Posted: October 15, 2020

Closing Date: October 30, 2020

Location: Ottawa, ON

Malatest is one of Canada's largest social research companies with offices in Victoria, Edmonton, Ottawa, Toronto and Halifax. Currently, we own and operate three outbound call centers in Victoria, Edmonton, and Ottawa. With developing project opportunities, Malatest is currently seeking **Data Collection Clerks** to administer survey interviews and gather data to inform our research.

Key areas of responsibility include:

This is social research, no selling involved. The majority of our research requires Surveyors to engage with members of the public, over the phone (using contact information provided by our clients); to collect information from specific programs/services that the respondent has participated in, and experienced.

Data collection activities and positions are offered on a project to project, temporary contract, with shifts and hours of work available (schedules vary depending on project requirements) during typical hours of operation. Shifts are scheduled (subject to change) on evenings and weekends.

This position is ideal for someone seeking to gain valuable work experience related to social research; Students attending post- secondary education, or a semi-retired persons wishing to work and keep busy. Due to the nature of our contract-based work, work hours and schedules may vary based on project demands.

- 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
 - Data entry, reviewing data, validating data, all of which may be required on a project-to-project basis
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Qualifications:

- Completion of high school required; post-secondary education in progress and/ or completed with a Bachelor's degree in a field of study related to research in the social sciences, psychology, information management, business administration, computer sciences, or customer service, is preferred;
- Call Centre experience, or work history in customer service and/or an administrative role, preferred;
- Proficient use of multi-line telephones and 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;
- Exceptional interpersonal communications in English, is required; bilingual in French is preferred;
- 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;

Working Conditions

Malatest is a fast-paced, consistently changing, dynamic work environment. This position will support multiple projects simultaneously, under the pressure of deadlines. Work in the office requires sitting for long periods of time with extensive use of a computer. Advanced computer skills are required.

The successful applicant must be able to self-monitor, constructively handle feedback, and strive for continuous improvement.

This position must demonstrate clear communications and productivity outcomes with multiple departments and multiple office locations. Staff will be monitored and evaluated based on the productivity and performance metrics for this position and number of errors discovered throughout the validation checks from quality assurance screening.

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.

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Hours of Work: Part-time or Full-time (15 to 40 hours per week) based on consistent availability; schedules may vary based on project requirements; flexibility to work other hours and/or overtime during busy times is possible.

Hourly Range: \$15.00 per hour, plus vacation

How to Apply?

Submit a cover letter, resume, and application form to Nick Auger, Ottawa Survey House Manager. Please quote the competition number **OSH-20**. **No calls please.**

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

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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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 with regard to 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, Aboriginal, persons with disabilities and/or members of visible minorities.
