

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 call centres in Victoria, Edmonton, and Ottawa. With developing project opportunities, Malatest is currently seeking a **Survey House Manager** on a 12-month fixed-term contract for the Transportation Tomorrow Survey (TTS) project, within our new Survey House call centre in Etobicoke, Ontario. All candidates must be fluent in English. Competencies with additional language requirements are considered an asset.

Posted: June 1, 2022

Closing Date: Until Filled

Location: 1243 Islington Avenue, Etobicoke, Ontario.

Hours of Work: Monday to Friday from 9:00am to 5:30pm (2-3 times a week); 1pm - 9:30pm (2 times a week); and Saturdays from 10:00am to 6:00pm (once every 2 weeks)

Rate of Pay: \$50,000-70,000 per year

Why work with us?

Malatest is a proactive, dynamic, progressive evaluation and market research organization always adding new capabilities and expertise to our existing competitive advantages. Our company offers a dynamic outbound call centre work environment with continuous opportunities for learning and development (often due to the variety of projects available within our offices nationally).

Malatest is a client focused organization that values our data collection methods and activities. Quality data ensures that Malatest meets and exceeds all expectations for the integrity research, our company provides.

Qualifications:

- Post-secondary education in the social sciences, information management, business administration, or other field related to research, office administration and/or customer service is required;
 - Advanced computer skills in Microsoft Office (MS Word, MS Excel, and PowerPoint);
 - Ability to manage data and spreadsheets, e.g., working with and overseeing work of others with personnel lists, schedules, expenses, staff hours, productivity metrics, etc.);
 - Able to use multi-line telephone systems, manage scripts, queues, and other call centre systems including Computer Assisted Telephone Interviewing (CATI) systems and Computer Aided Web Interviewing (CAWI) and CallWeb systems is required;
 - Familiarity and developing knowledge of the Greater Toronto Area and the ability to read maps;
 - Three (or more) years working within the Survey House or a previous call centre is required;
 - Supervisory experience involving hiring, training, scheduling in an administrative role and/or office work environment is preferred;
 - Experience developing instructions and procedures and deploying them for staff adoption;
 - The ability to speak and/or write in French, or other language(s) considered a strong asset.
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Job Information:

This is managing a survey research call centre only; no selling is involved. This position offered within our Etobicoke call centre is on a 12-month fixed-term contract. The Transportation Tomorrow Survey (TTS) Survey House Manager position is ideal for a professional looking for an opportunity to grow their skillset, gain from the valuable experiences that social research has to offer, and be part of a transportation-related data collection project that will help effect change in the Greater Golden Horseshoe (GGH) area. As call

centre manager, you will be a key team player who will help ensure that over 45,000 high quality telephone interviews are completed with residents of that GGH, and that over 130,000 online survey participants have timely access to help-line support.

Responsibilities:

- Ensures Reception staff, Surveyors, Supervisors, and Quality Control Teams understand the basic parameters of effective and engaging data collection requirements, and Surveyor expectations;
 - Ensures the timely and cost-efficient completion of assigned Survey House tasks, as it contributes to ongoing research projects and the associated budgets and/or revenue target goals;
 - Collaborates with research project managers and research teams on project requirements, capacity needs, scheduling, and overall performance or progress and provides suggestions when improvements are identified;
 - Develop process tracking reports to oversee Survey House Administration of projects to ensure they run smoothly and on budget;
 - Pulls performance data from the system; sends notes in the daily opening notes to all appropriate individuals, providing coaching and guidance on desired performance goals and initiatives;
 - Maintaining and securing accurate information according to Malatest project training, established policies, procedures and requirements;
 - Effectively manages own time and delegates tasks to others as necessary to ensure that operational and project goals are met;
 - Oversees the productivity of a large staff, some of whom may rotate between working remotely and in the call centre;
 - Communicates proactively with management and project team to raise any issues that may arise.
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Skills:

- Supervision
- Computer Use
- QA & Technical Support
- Effective Communication
- Professionalism & Performance
- Proactive – Raises Concerns ASAP
- HR Activities & Staff Management
- Tracks/Analyses Project & Performance Data

Behavioural Competencies:

- Adaptable
 - Accountable
 - Problem Solver
 - Decision Maker
 - Plans & Organizes
 - Organizational & Environmental Awareness
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Working Conditions:

This is a fast-paced, consistently changing, office work environment under the consistent pressure of deadlines. Employees may use, lift, and sometimes carry standard office equipment within a general office environment and this job will require sitting for long periods of time. Overtime may be required to accommodate occasional workloads.

As a condition of employment, Managers of R.A. Malatest and Associates Ltd. Survey House Manager will be required to obtain at least an Enhanced Reliability security clearance with the Industrial Security Directorate Division (ISDD) of Public Works and Government Services Canada (PWGSC). This includes passing a federal criminal record check as studies, regions, or projects may require specific clearances and/or protocols.

How to Apply?

While we thank all applicants, only those short-listed will be contacted. No calls, please.

Please forward your application, resume, and cover letter, with the competition number **TTS-SHM** quoted within the documents and subject line of your submission (Word or pdf format) via email, mail or by fax to:

Email (Word or pdf): TTS.resumes@malatest.com	Fax: 1-888-384-2774	Mail 858 Pandora Avenue 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 in 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, Indigenous peoples, persons with disabilities and/or members of visible minorities.
