

Survey House Supervisor

Competition #TTS - SHS

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 various **Survey House Supervisor** on 10-month fixed-term contracts 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: 8:30am to 9:30pm Monday to Friday and
Weekends from 10:00am to 6:00pm**

Rate of Pay: \$19-21 per hour

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:

- 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.

Job Information:

This is opinion research only; no selling is involved. The positions are offered within our Etobicoke call centre on 12-month fixed-term contracts. The Transportation Tomorrow Survey (TTS) Survey House Supervisor 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 project that will help affect change in the GTA.

Responsibilities:

- Works 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;
- Sets and enforces staff expectations through coaching, mentoring staff with feedback and training;
- Trains Surveyors well to ensure they are comfortable within their role thus leading to productivity and engaged quality survey administration;

- Ensures Surveyors and Supervisors understand the basic parameters of effective and engaging data collection requirements, and Surveyor expectations;
- Ensures Surveyors have access to the correct operating system for dialling; planning for alternative tasks, if required;
- Demonstrates professionalism and influential impact by adhering to the codes of conduct, while providing ongoing, consistent support to the Survey House operations, Manager, Supervisory team and Surveyors;
- Provides support to reception for coverage of incoming calls.

Skills:

- Supervision
- Computer Use
- Problem Solving
- Planning/Organizing
- QA & Technical Support
- Effective Communication
- Professionalism & Performance
- HR Activities & Staff Management

Behavioural Competencies:

- Problem Solving
- Decision Making
- Planning & Organizing
- Organizational & Environmental Awareness

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, Supervisors of R.A. Malatest and Associates Ltd. Survey House Supervisor may 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 - SHS** quoted within the documents and subject line of your submission (Word or pdf format) via email, mail or by fax to:

<p>Email (Word or pdf): TTS.resumes@malatest.com</p>	<p>Fax: 1-888-384-2774</p>	<p>Mail 858 Pandora Avenue Victoria BC V8W 1P4</p>
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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.