
Telephone Surveyors (Data Collection Clerks)

Competition # RAM-1401

R.A. Malatest & Associates Ltd. is one of Canada's largest independently owned and operated research and program evaluation firms with more than 70 dedicated research professionals and 100+ part-time surveying staff members, all working to provide quality research that contributes to positive social and economic change across Canada. R.A. Malatest & Associates Ltd. offers diverse research project opportunities in a variety of dynamic work environments. Our company has national office locations in Halifax, Toronto, Ottawa, Edmonton and Victoria. Currently, we are seeking **Surveyors - (Data Collection Clerks)** for project by project contracted computer assisted telephone interview work assignments within our Survey House call centre's located in Ottawa, Edmonton, or Victoria. English communication skills required, other language capabilities are considered an asset.

Posted: 2014

Closing Date: ongoing positions available

Location: Various locations – Ottawa, Edmonton, Victoria.

Hours of Work: Variety of hours and shifts available based on project requirements;
Mainly evening and weekend work according to our hours of operations.

Rate of Pay: \$12.00 per hour with 4% Vacation Pay inclusively

Why work with us?

R.A. Malatest & Associates Ltd. is a proactive, dynamic, progressive evaluation and market research organization always adding new capabilities and expertise to our existing competitive advantages.

Our company offers competitive private sector wages, dynamic data collection work opportunities, and research project experiences that contribute to the continuous learning and development of our Surveying staff members (often due to the variety of projects and positions available). R.A. Malatest & Associates Ltd. is a client focused organization that continues to meet and exceed our valued client expectations for the quality and integrity our research survey project completions are known for.

Established in 1985, the Company is a full-service research organization with in-house Computer Assisted Telephone Interview (CATI) systems, Computer Assisted Web Interview (CAWI), focus group facilities, and state-of-the-art data scanning and analysis software. R.A. Malatest & Associates Ltd. has completed hundreds of research and evaluation projects for clients throughout Canada.

Our Surveyor/ Data Collection Clerk:

- ✓ Wants the opportunity to **proactively contribute** their knowledge and computer assisted telephone interviewing skills to gather information for the wide variety of research projects we undertake;
 - ✓ Works well with others and engages easily in conversation with the public **to secure Survey completions** at a fast-pace;
 - ✓ Represents the company with a matched value for **excellence, professionalism, quality, integrity and efficiency** with ongoing data collections; and
 - ✓ Infuses their attention to detail, interpersonal engagement, dynamic energy and sense of dedication into every quality survey they complete;
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¹ As the nature of our work requires project to project contracted work assignments, the work available will vary based on project demands. The work schedule is subject to change and the projects will only retain the services of required data collection clerks to work for the assigned duration of the project. It is our hope to match Surveyors to continuous work, but there can be no promise of permanent employment after the assigned project has ended. Surveyors can elect to accept or reject the project contract we endeavor to match them to before commencing temporary contractual work on any project.

Job Information:

This is opinion research only, no selling is involved. The majority of our projects require Surveyors to collect information from specific participants from our clients' programs/services. The positions offered are contracted project to project, with flexible shifts, hours that vary, but primarily the scheduled hours available are for evening and/or weekend work. These positions are ideal for semi-retired persons wishing to work, as well as post-secondary students seeking part-time work to supplement their income and gain from the valuable experiences the social sciences field has to offer. Due to the nature of our contract-based work, fluctuations in the availability of hours and/or projects may occur.

Duties will include, but are not limited to:

- Calling members of the public from our sample and engaging in further conversation in order to administer a survey of questions to gather the information needed to inform our research.
- Completing the targeted number of survey assignment completions required in order to educate and inform the specific research study assigned.
- Maintaining and securing accurate information and working efficiently to gather information according to Malatest project training, established policies, procedures and requirements.

As a social research firm, the types of projects we work on most often include:

- University and/or college student outcomes surveys (how did respondents education or training prepare them for the future?);
- Income assistance and/or job training program evaluations (did the assistance/program help respondent become employed?);
- Labour market evaluations (what skills are required for industry?); and/or
- Focus group studies (recruiting participants for various topics of research);

Qualifications:

This position reports directly to the onsite Manager and Supervisor(s) of the Survey House.

- ✓ Completion of high school with post-secondary education in the social sciences, information management, business administration, or other field related to customer service or research;
- ✓ Accurate and efficient document usage and excellent interpersonal communication skills;
- ✓ High level integrity required to handle confidential and/or sensitive information;
- ✓ The ability to self-start, initiate, motivate and organize responsibilities, in order to meet deadlines, and adjust or adapt to changing ongoing project task priorities and respondents;
- ✓ Strong time management, flexibility, attention to detail, and computer/telephone usage, essential;
- ✓ Typing (35+ wpm), computer familiarity and excellent verbal communication skills are essential, Computer Assisted Telephone Interviewing (CATI) system or survey experience would be an asset;
- ✓ 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;

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We would prefer applicants who are fluent in English, French, and have the ability to speak English fluently along with another language (e.g., Mandarin, Punjabi, Spanish, Arabic, Cantonese, Vietnamese, Tamil, Russian, Farsi, German, Hindi, etc.). While alternative languages are not required, capabilities in other languages are definitely considered an asset.

Working Conditions:

Surveyors will engage in active, fast-paced, sometimes strenuous conversation to complete as many surveys as possible within tight timelines. The Surveyor will sit for long periods of time, during all assigned shifts. Must have good communication skills (converse or engage easily with the public), and be able to get to and from the office punctually on time. An attention to detail will ensure accurate information is collected. A Surveyor must be able to work for the duration of this temporary field work project contract. Training is provided, and considered mandatory as they are necessary in order to effectively work on this temporary project contract term within our Survey House call centers.

How to apply?

While we thank all applicants, only those short-listed for interviewing will be contacted. Please forward your resume and cover letter via email (Word or pdf format) or by fax to:

<p>Ottawa, ON Attn: Mr. David Santos Fax: 613-288-1278 Email: d.santos@malatest.com</p>	<p>Edmonton, AB Attn: Mr. Supinder Perhar Fax: 780-448-9047 Email: s.perhar@malatest.com</p>	<p>Victoria, BC Attn: Mr. Jesiah Heiberg Fax: 250-384-2774 Email: j.heiberg@malatest.com</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, Aboriginal peoples, persons with disabilities and/or members of visible minorities.

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