



R.A. Malatest & Associates Ltd.

**Survey Interviewer**

**Competition # VSH - 19**

**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 centres 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.

**Posted: April 18, 2019**

**Closing Date: May 6, 2019**

**Locations: Victoria, BC**

**Hours of Work:** Evenings and weekends - Scheduled shifts and hours vary based on project requirements;

**Rate of Pay: \$15.00 per hour**, plus vacation pay.

**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.

**Our Data Collection Clerks:**

**Completes** data collection activities such as survey interviews (engaging with members of the public over the phone using a computer assisted telephone interviewing system) for a variety of research projects.

Engages advanced interpersonal communication skills in our fast-paced **outbound call centre** to appropriately represent the company and our clients with a matched value for **excellence, professionalism, quality, integrity and efficiency;**

**Key areas of responsibility:**

- Survey Administration - Data collection
- Reception on multi-line telephone systems
- Data entry, coding, and cleaning information
- CATI/CAWI & CallWeb (internal systems)
- Verifying accurate information gathered
- Developing survey administration techniques

**How to Apply?**

Submit your resume, cover letter and application form to Jeremy Town. Please quote the competition number **VSH - 19** within the subject line and content of your application /e-mail.

We would like to thank every candidate for applying. No calls please.

<b>E-mail: (Word or pdf)</b> <a href="mailto:j.town@malatest.com">j.town@malatest.com</a>	<b>Fax:</b> 1-888-384-2774	<b>By Mail:</b> 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 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.*

<sup>1</sup> As the nature of our work requires that we bid on project to project contracts, the availability of work may vary based on project demands. Survey House operations is subject to periodic slow-downs in accessible work that could result in temporary notice of layoff. Ongoing schedules are posted to maintain the needs of the business and remain subject to change.



**Job Information:**

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 part-time work to supplement their income, and 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 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; proficiency working in other languages is considered an asset;
- 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;

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