Malatest is one of Canada's largest social research companies with offices in Victoria, Edmonton, Ottawa, and Toronto. Currently, we operate outbound call centres in each location.

With developing project opportunities, Malatest has several **Data Reviewer** positions open for upcoming social science research projects within any of our office locations. All candidates must be fluent in English and work from an office location. Competencies with the additional language requirements are considered an asset. This position is required to work from one of the office locations listed.

Location: Victoria, Toronto, Ottawa, Edmonton
Hours of Work: Monday to Sunday between 12pm to 8:00 pm EST
                             Monday to Sunday between 9 am to 5:00 pm PST

Rate of Pay: $21.00 per hour with 4% Vacation Pay inclusively.

Availability: Full-time, 40 hours per week; 20 hours per week, minimum in-office

Bonus: Upon the successful completion of the project, employees that have passed their 90-day probation and have met quality and performance standards will receive a bonus of $2 for each hour completed throughout the term of the project; paid out as project milestones are achieved.

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 work environment with continuous opportunities for learning and development 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 Reviewer

➢ Reviews survey responses from the public to identify and address issues with survey answers (incorrect, missing, or other required information) to ensure the survey data provides accurate information for the project.
➢ Engages with survey respondents/members of the general population by following up on surveys with incomplete information or discrepancies; May occasionally complete full survey interviews with members of the public over the telephone.
➢ Represents the company with a matched value for **excellence, professionalism, quality, integrity, and efficiency;** provides consistent attention to detail, interpersonal leadership and communication skills, dynamic energy, and sense of dedication to the administrative data collection work our company provides.
➢ Reviews and edits data in an Access database to resolve inconsistencies based on information collected from respondent follow-up.

Job Information:

This is research only and does not involve making any sales/telemarketing calls. Positions offered within our organization are contracted for the project with shifts and hours that vary. Primarily, the scheduled hours available at different times depending on which office an individual is working out of, and a minimum of 20 hours of availability per week is required. The Data Reviewer positions are ideal for individuals looking for full or part-time employment, or post-secondary students looking to use their education to supplement their income and gain from the valuable experiences that social research has to offer.

Responsibilities will include, but are not limited to:

- Reviewing survey answers, verifying the logic of trip details provided, identifying and addressing issues with conflicting survey responses;
- Using resources such as Google maps, transit maps and schedules, and government websites, along with other resources to verify and correct survey responses where appropriate;
- Verifying gathered information for completeness and accuracy;
- Making corrections and entries in a computer database/system;
- Coding information according to established coding protocols and standards;
- Conducting routine quality control audits of surveys reviewed to ensure validity and accuracy;
- Contacting individuals by telephone to follow up on and correct incomplete/insufficient survey responses;
- Consistently achieving standard expectations of productivity flow rates, accuracy of edits made, and professional conduct in call-back verifications.

Qualifications:

This position reports directly to the onsite Team Leads and Supervisors of the Survey House of R.A. Malatest & Associates Ltd.

- Post-secondary education in social sciences, information management, transportation planning, geographic information systems, mathematics, or other field related to research is required;
- Applied work experience in gathering and managing data for research purposes is a strong asset;
- Fundamental knowledge of the Windows operating system is required;
- Typing speed of at least 30 words per minute with a high level of accuracy is required;
- Experience in a call centre environment is a strong asset;
- Ability to speak and/or write in English is required. French, or other language(s) is considered a strong asset;
- Must be legally entitled to work in Canada and obtain any required security clearances with the Industrial Security Directorate Division of Public Works and Government Services Canada;
- Other security checks may be required, depending on the tasks and responsibilities assigned;
- Candidates must be fluent in **English**. While alternative languages are not required, capabilities in other languages including **Cantonese, Punjabi, Mandarin, Urdu, Tagalog, Arabic, Farsi, Portuguese, Spanish, Italian, Polish and French** are considered an asset.

Working Conditions:

Data Reviewers will engage in active, fast-paced work to accurately review and follow up on as many surveys as possible within tight timelines. The Data Reviewer 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 (offices located in Victoria, Ottawa, Edmonton and Toronto). Must be able to maintain focus over the course of their work shift with an attention to detail and accuracy. A Data Reviewer must be able to work for the duration of this temporary work project contract. Mandatory training is provided, and a necessary prerequisite to work effectively on this temporary project contract term.

How to apply?

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

Please complete the testing by clicking the following link: https://bit.ly/DataReviewerTesting
Candidates will be reviewed based on their resume and testing score. Those that do not submit testing and a resume will not be considered.

Please send your resume, and cover letter, with the competition number SHN-DR23-1 quoted within the documents and subject line of your submission (Word or pdf format) via email to:

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