

Malatest is one of Canada's largest social research companies with four offices across Canada. Currently, we own and operate three outbound call centres and are seeking **Surveyors** in British Columbia, Alberta and Ontario **with the following language skills (oral and written): Mandarin or Cantonese (traditional and Simplified), German, Korean, Farsi and Vietnamese**. This incumbent administers survey interviews and gathers data to inform our research.

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.

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, fixed-term contract basis, with shifts and hours of work available during typical hours of operation; schedules vary depending on project requirements. Shifts are scheduled on evenings and weekends and subject to change based on project needs.

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 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.

Responsibilities:

- 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.
 - Maintain and secure 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:

- Oral and written proficiency in one or more of the following languages: Mandarin or Cantonese (traditional and Simplified), German, Korean, Farsi and Vietnamese is a requirement.
- Completion of high school, is required;
- Post-secondary education 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, is preferred;
- Proficient use of multi-line telephones and computer assisted telephone interviewing systems;

¹ 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 slowdowns 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.



- 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 French or other languages is considered an asset, please indicate known languages at an intermediate level or above on your resume;
- 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;

Posted: October 12, 2023

Closing Date: Until Filled

Locations: BC, AB and ON (Remote Opportunities Available)

Hours of Work: Monday to Friday: 4pm-9pm (PST) or 5pm-10pm (MST) or 7pm-12am (EST)

Saturday: 9am-5pm (PST) or 10am-6pm (MST) or 12pm-8pm (EST)

Sunday: 11am-7pm (PST) or 12pm-8pm (MST) or 2pm-10pm (EST)

****Minimum of 25 hours per week; days, evenings, and weekends - shifts and hours vary based on project.****

Rate of Pay: \$19.00 per hour

How to Apply?

1. Submit your resume and cover letter to Indeed or by email. No calls please.
 - Please quote the competition number **SHN-23-2** within the subject line and content of your application by e-mail.
2. **To be considered for the position, all applicants must complete the online assessment [here](#).**

<p>E-mail: (Word or pdf) tts.resumes@malatest.com</p>	<p>Fax: 1-888-384-2774</p>	<p>By Mail: 862 Cloverdale Ave Victoria BC V8X 2S8</p>
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Malatest is an equal opportunity employer and will not discriminate against any employee or applicant from employment because of physical or mental disability, race, colour, age, religion, gender, sexual orientation, or creed in regard to any position for which the employee or applicant is most 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.

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