

## Survey House Supervisor

Competition #SHN - SHS23

**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** in Edmonton office. All candidates must be fluent in English. Competencies with additional language requirements are considered an asset.

**Posted: November 1, 2023**

**Closing Date: Until Filled**

**Location: 10621 100th Avenue NW, Edmonton, AB T5J 0B3**

**Hours of Work: 8:30am to 10:30pm Monday to Friday and**

**Weekends from 10:30am to 8:30pm**

**Rate of Pay: \$22 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:

R.A. Malatest and Associates Ltd. employs part-time (contract-based) *Survey House Supervisors* to oversee our data collection efforts, both over the phone and in-person. The majority of this data collection is done using Computer Assisted Telephone Interviewing (CATI) software.

The *Survey House Supervisor* assists, directs, coordinates, and monitors surveyor work to ensure efficient and effective operation of the Survey House. Tasks include, but are not limited to, project and supervisory team coordination, quality assurance, technical support, coaching and training, administrative and HR support, data entry/cleaning/upcoding, all while adhering to and enforcing established Survey House policies and procedures.

### 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 **SHN – SHS23** quoted within the documents and subject line of your submission (Word or pdf format) via email to:

**Email**  
**(Word or pdf):**  
[TTS.resumes@malatest.com](mailto:TTS.resumes@malatest.com)

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.