

Posted: October 5, 2022**Closing Date: Until Filled****Location: 100% Work from Home****Rate: \$17.00/hour**

Looking for a fully remote position with a company that provides a flexible schedule? Apply now - your customer service, language and computer skills are needed!

This 100% remote, work from home position is ideal for someone seeking part-time or full-time work and gain valuable work experience related to social research, or to supplement their income from the comfort of their home.

Malatest is currently seeking **Surveyors (Telephone Interviewers)** to administer survey interviews and gather data to inform our research projects. The position is offered on a limited term contract, with flexible shift schedules and hours of work that occur during usual operating hours. Due to the nature of our contract-based projects, work hours and schedules may vary based on project demands and shifts are scheduled for days, evenings, and weekends.

The position reports to the Manager, Resources and Planning – Survey House National, and works with an amazing team of supervisors, data coders, and surveyors. The Surveyor (Telephone Interviewer) is responsible for connecting with respondents and capturing their experience with the services provided by the project client. Strong communication, both written and verbal is key. Our ideal candidate will be experienced in customer service, skilled with advanced computer tasks, be personable, a team player, motivated, and punctual. Candidates will be required to use their own computer equipment to conduct work through a virtual portal

Malatest is one of Canada's largest social research companies with offices and in Victoria, Edmonton, Ottawa, and Toronto with owned and operated outbound call centres in all four of the locations. Our areas of research focus are diverse; however, some common areas include health, education, employment, labour market, housing, and transportation. If you have an interest in the research Malatest provides and are looking for an opportunity to diversify your learning and experience, this position would be of interest to you.

Key Responsibility:

- 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

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;
- Excellent customer service skills and minimum typing speed of 30 wpm;
- 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 **French** is considered a strong asset;
- Computer familiarity and technical skills are essential as well as familiarity with MS Office;
- As a condition of employment on 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, which includes a criminal record check.

Required Equipment:

- Personal computer with high-speed Internet service.
 - Headset with a noise cancelling microphone, preferred; however, earbuds with built-in microphone are accepted. No cordless phones or speaker phones.
 - Private and quiet workspace in your home.
-

Working Conditions

Malatest is a fast-paced, dynamic work environment. This position will support multiple projects simultaneously, under the pressure of deadlines. The work requires extensive use of a computer and advanced computer skills are required. The work will also require making phone calls and sending emails to support project activities and gather information.

The successful applicant must be able to self-monitor, constructively handle feedback, and strive for continuous improvement. Standard Survey House hours of operation are daily (Monday-Sunday) from 8:30am to 10:00pm, with shift flexibility from 4-8 hours and a minimum requirement of **25 hours a week**.

Employees must demonstrate a high level of integrity and attention to detail, an ability to work independently, and the ability to accept responsibility for the quality and completion of assigned work.

How to Apply

Submit a resume to Josephine Villeneuve at tts.resumes@malatest.com. Please quote the competition number **NSH – SMB. No calls please.**

Note: While we thank you for your interest, only shortlisted candidates that meet or exceed the requirements will be contacted.

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 regarding 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, persons with disabilities and/or members of visible minorities.
