



Wanted:

Call Centre Super(duper)visor

Some supervisors mind crops and sheep. You, on the other hand, will help mind a field that's way more exciting – the field work at our market research call centre. We conduct telephone surveys for clients across Atlantic Canada.

Your responsibilities will include supervising Survey Interviewers and overseeing quality control procedures for the call centre. You're great with people and a multi-tasking master. You're also supremely organized and analytically keen. You've got experience managing large teams. Sound like you could be our new Supervisor? Super. No knowledge of crop-sharing or sheep-herding necessary.

This position will primarily involve managing shifts at our call centre, including:

- Hands on supervision of up to 35 interviewing staff.
- Overseeing effective and efficient real-time management of survey files.
- Running productivity, quality and attendance reports.
- Assigning available interviewing staff to projects using performance related data to ensure efficiency on each survey file.
- Training and motivating of call centre staff.
- Assigning available Quality/Support staff to ensure that operational standards and project specific requirements are met.
- Handling any questions or concerns posed by staff or the survey participants.

Qualifications:

- Previous call centre experience and/or supervising/leading large teams.
- Knowledge and understanding of software programs such as Microsoft Office.
- Strong interpersonal and organizational skills.
- Ability to manage multiple project deadlines and tasks.
- Excellent problem solving and analytical skills.
- Flexible schedule –work on evenings and/or weekends will be required.

As part of group m5, MQO Research is at the forefront of marketing research in Atlantic Canada with research professionals in St. John's, Moncton and Halifax. We are hiring two (2) supervisor positions; one with day time availability and one with evening/weekend availability. This position is located in our **St. John's office** and is being offered on a permanent basis. E-mail your application, stating "**Call Centre Supervisor**", to Human Resources at join-our-team@mqoresearch.com by **October 14, 2018**. For further information on MQO, please visit our web site at www.mqoresearch.com