



We're Expanding!

Leading Market Research Data Collection Firm

Full/Part Time Employment Opportunities

Established in 1994, Acrobat Research is a leading Canadian market research data collection firm with operations in Nova Scotia, Ontario, the United States, and Kenya.

We are expanding our capacity in Nova Scotia and are looking for the following positions in our Greenwood facility. All positions require individuals that are self-starters, have a positive attitude, a willingness to learn and are motivated to perform above expectations. We offer competitive wages, benefits, a fun, fast-paced environment, and potential commuter relief. We are hiring for the following positions:

Telephone Researcher

- Conduct marketing and opinion surveys over the telephone with both general public and businesses. The information collected provides companies and agencies with the public's viewpoints on products and services, or social and political issues.
- Upbeat, positive orientation, enjoy learning about new subjects and gathering information
- Fluency in English and/or French – premium paid for French capabilities
- Incentives paid for quality of work, productivity, and attendance
- Must be willing to work flexible shifts, evenings and weekends
- Call Centre experience is considered an asset but not a requirement

Field Manager

The ideal candidate possesses the following characteristics:

- Demonstrated market research call centre management capabilities and experience
- Superior oral and written communication skills
- Outstanding organizational skills
- Strong attention to detail
- Leadership qualities and excellent interpersonal skills
- Ability to participate in the formation of strategic plans, and carry them out
- Excellent time management skills, comfortable working with deadlines

Some of the main day-to-day tasks related to the position are as follows:

- Be involved in the management of operations at the call centre level, working closely with the Call Centre Manager and other central operational personnel
- Use Call Centre performance metrics to help guide decision-making
- Work to develop supervisors and structure personnel responsibilities
- Adopt a holistic viewpoint, to ensure each research centre is working effectively
- Ensure that the supply of interviewing staff meets demand

Supervisor

- Possess leadership qualities, a high level of attention to detail, be comfortable working with a computer, and have excellent interpersonal skills
- Monitor remotely and directly the performance of interviewing staff on a daily basis
- Provide on-going constructive feedback to employees in order to enhance and improve job performance
- Identify training needs and act on this assessment promptly
- Assist in motivating employees on a daily basis
- Must be willing to work flexible shifts, evenings and weekends
- Call Centre experience is considered an asset but not a requirement

Project Manager

The ideal candidate possesses the following characteristics:

- demonstrated knowledge of quantitative research methodologies
- superior oral and written communication skills
- outstanding organizational skills
- strong attention to detail
- excellent time management skills, comfortable working with deadlines
- a completed university/college degree in a related field
- Ability to work autonomously and with a high degree of quality in assigned areas

Some of the main day-to-day tasks related to the position are as follows:

- Coordinate resources across departments within the company
- Distribute project materials as received
- Secure sample and translations for studies, as required
- Communicate accurately and thoroughly during project lifecycles, with both internal departments and clients
- Conduct briefings
- Analyze project performance and offer suggestions for improvement
- Ensure project deliverables meet client requirements/specifications.
- Work vigorously to ensure that communications are complete and that project tasks are organized and effective