



ADVANIS

Market Research: Remote Agent Team Supervisors

Looking for a new challenge? Join Advanis and help us grow.

Advanis is a research-based consulting company with a fast-growing Fortune 100 client base. Our goal is to help our clients break down and solve complex business problems. Our solutions are always grounded in fact, often backed up by data gathered by our telephone interviewers in our call centre. As a result, the quality of the insight we deliver to our clients is directly related to the quality of the data we gather in our call centre – and our Team Supervisors play a crucial role in helping us control and improve our quality levels.

If you are looking for an exciting new challenge in a fast-growing, ambitious company, Advanis may be the place for you.

We are looking for full-time Team Supervisors for our growing band of remote agents. It's a challenging, fast-paced environment, which nurtures and rewards success.

We have full-time, salaried openings for the position of **Team Supervisor**.

Job Title: Team Supervisor
Location: Downtown, Edmonton, Alberta
Hours of Work: Generally 1:00 p.m.-10:00 p.m.
Competition Number: FI20060607
Closing Date: Open until suitable candidates are found

The minimum education requirement is some secondary education. A degree or diploma is an asset but not a requirement. Prior experience –from extracurricular activities, or past or current employment-is a definite asset. There is some opportunity for advancement within the company.

We are seeking candidates who are computer savvy particularly with Internet applications and instant messaging. They should also be able to identify and troubleshoot minor computer problems. The ability to multi-task, handle stress and work with a wide variety of individuals would also be essential.

Preference will be given to those who are bilingual (French or Spanish).

The job would involve working closely with the Call Centre Supervisors, other team supervisors and the human resource staff. The day-to-day activities would include such things as:

- Supervising 15-20 remote telephone interviewers on a shift
- Live monitoring
- Providing feedback and coaching
- Low level technical troubleshooting
- Assisting with training, scheduling, quality assurance duties, hiring, more complex troubleshooting and overflow project management on either an as-needed basis or rotating schedule as a specialized component of job

Successful candidates, regardless of background, will be placed into a training program that contains a strong "on-the-job" training component as well as some in-house structured training.

We offer a competitive remuneration package including a salary, dental and extended health care coverage. Our work environment is fast-paced and learning-oriented. The salary for this position will be set commensurate with experience and demonstrated skill level.

Interested applicants should forward a cover letter quoting the competition number and describing their suitability for the Team Supervisor position, along with their resume.

Attention: Human Resources
Advanis
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Edmonton, AB
Canada T5J 3H1
Fax: 780.425.0249
Email: hr@advanis.ca (Preferred method of application)

We sincerely thank all applicants for their interest; however, only successful candidates will be contacted for an interview and a case study evaluation.