



Job Posting



Position: Mystery Shop Coordinator - part-time

Location: Home office; west GTA

Greenhouse Recruiting's parent company, Greenhouse Marketing and Communications Inc. is seeking an individual to do occasional part-time work as a Mystery Shop Coordinator. The successful candidate will be required to perform duties including, but not limited to, recruiting mystery shoppers, orienting them to the Greenhouse mystery shop process, organizing the mystery shops, scheduling, following up and validating the shops to ensure that they were completed appropriately.

Our clients are among some of the largest providers of seniors' housing and care services in Canada who place a high value on the opinion of our shoppers in helping them improve their product. Our network of mystery shoppers, largely comprised of women who would likely have aging parents thinking about making a move to a retirement residence, shop mostly in their local area. One complete shop includes calling our clients' residences once in the evening, once during the day and once on the weekend; all of these telephone calls are recorded. The shopper then physically tours the building, and allows two weeks to see if the salesperson follows up. After each step, the shopper completes an online survey. It will be the Mystery Shop Coordinator's role to ensure each stage of the shop goes smoothly.

The ideal candidate should have good computer skills, be very well organized, have a keen eye for detail and be proficient at proofing and editing multiple mystery shop surveys.

This is a casual position and is not a full-time or permanent role. The mystery shop coordinator will be paid on an hourly basis as needed. A comprehensive orientation will be provided. Very occasionally evening or weekend hours may be required.

Due to the large number of responses we generally receive, we are only able to contact a limited number of individuals.

To apply for this position please e-mail your resume to patrick@greenhousemarketing.ca