



Ipsos is a global leader in survey-based market research activities, present in 90 markets and employing more than 18,000 people. Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide understanding and powerful insight into the actions, opinions and motivations of citizens, consumers, patients, customers or employees.

In Switzerland Ipsos is the largest market research company; we are a team of 126, from more than 23 countries and based in Geneva, Basel and Root.

Our Innovation team based in Geneva is looking for a:

Client Service Director

The CSD will have the following main responsibilities:

- Have full responsibility for client accounts including:
 - Build and grow the business (with turnover responsibility);
 - Implement client plan to meet client needs and sustain growth;
 - Develop a strong and solid client relationship.
- Deliver a high level of consultancy:
 - Understand the category and business dynamics;
 - Consult with client to identify needs and shape most relevant learning plan;
 - Develop most appropriate research solutions leveraging up-to -date and innovative technique;
 - Come up with precise and actionable recommendations;
 - Interface with other Ipsos Services lines and dedicated teams in the Ipsos world to ultimately deliver more holistic perspective to client;
 - Is perceived as a trusted partner by clients.
- Understand the client's organization and build-up solid relationship with key contacts
- Manage and coach a team of 5+ people.

Desired qualifications, skills and experiences:

- BA / MA degree, ideally in Market Research;
- **10+ years of professional experience within market research institute(s)**; experience as a client will also be appreciated and valued (CMI function)
- Strong market analysis skills **in FMCG environment** is compulsory;
- Expertise on **ad hoc and quantitative research** is compulsory;
- Fluent reading/writing/speaking English is compulsory;
- International exposure is mandatory: Strong expertise in leading multi-countries projects (more than 90% of projects are global).
- **Strong commercial drive** and able to deliver strong business results;
- Open minded, curious, dynamic, enthusiastic and positive mindset;
- Solution focus approach;
- Strong interpersonal communication and presentation skills;
- Strong writing skills, ability to interpret results and generate insights;



- Ability to develop trust and build longstanding rewarding relationships;
- Organization skills; ability to carry out different projects simultaneously within a dynamic environment;
- Ability to work under pressure;
- Strong collaborative mindset: spontaneously ready to help the other teams when needed, supportive spirit.

If you recognise yourself in this description, then please send your application by email to: Recruitment_Switzerland@ipsos.com.

Our career page and our vacancies in Switzerland can be found at: [Professional vacancies | Ipsos](#).