



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.

To reinforce our Brand health tracking and Creative excellence team based in Geneva, we are searching for an:

Associate Client Service Director (ACSD)

The ACSD is the trusted advisor partner of sizeable clients within international organisation, with the objective to inspire clients and deliver insights with impact thanks to its expertise on brand and communication area.

The ACSD will have the following main responsibilities:

- Have full responsibility for client accounts including:
 - Retain the existing business (with turnover responsibility);
 - Identify and react to new business opportunities
 - 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;
 - Recommend 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
- Understand the Ipsos internal organisation to provide clients with the best answer to their business questions
- Manage a team of 2+ people:
 - Mentoring to grow client service manager experience and expertise
 - Organize workload, priorities, project management, timing and quality of the deliverables and insights.

Desired qualifications, skills and experiences:

- BA / MA degree, ideally in Market Research;
- 8+ years of professional experience within market research institute(s) in brand and communication area;
- Client management skill is compulsory;



- Expertise on quantitative research, analysis and analytics;
- Fluent reading/writing/speaking English;
- International exposure: Strong expertise in leading multi-countries projects (more than 90% of projects are global);
- Strong commercial drive and able to deliver strong business results;
- Sensitivity to advertising ;
- Open minded, curious, dynamic, enthusiastic and positive mindset;
- Solution focus approach;
- Strong interpersonal communication and oral skills;
- Ability to interpret results, generate insights and convey the rights messages to the audience;
- 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](#).