



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 Channel Performance & Mystery Shopping team in Geneva is looking for a:

Research Manager

The RM will work closely with associate directors and directors and will have the following main responsibilities:

- Lead and manage projects to deliver with excellence, including insights and reporting: working internally to coordinate project management from the set-up to the deliverables, ensuring high quality standard through the process, including various tools and software
- Coordinate multiple internal stakeholder to ensure optimal management of complex projects
- Actively manage the client relationship when working on the different projects & be able to identify upsales opportunities
- Participate or lead client calls during the different stages of the projects, from briefing to debrief to client, including regular client updates calls on large international projects
- Analyse the results to uncover insights and draft actionable recommendations with the guidance of the senior team experts
- Prepare story telling and with optimised data visualisation presentations
- Present results to clients when possible
- Learn Ipsos methodologies, point of view and approaches to become a trusted advisor partner for the clients
- Integrate Ipsos thought leadership and learnings in the analysis
- Work closely with the whole team members.

Desired skills and experiences:

- University degree preferably in marketing/market research, social sciences, communication sciences or similar
- Minimum 3-4 years of professional experience within market research agencies, Retail marketing environment or position related to client experience
- Strong market analysis skills, from data to insights
- Passion or strong interest for Customer and Client experience dynamics, including dynamics related to Omnichannel and digitalization



- A previous experience with CRM management is a plus. Specific experience within Luxury sector, OTC sector, financial services sector is also a plus
- International minded and multicultural oriented with strong interpersonal communication skills
- Ability to deliver outstanding attention and services to the client
- Curiosity, proactivity and entrepreneurship spirit
- Eagerness to learn and evolve in an international environment
- Collaborative and supportive mindset
- Manage multiple projects, liaise with a variety of different internal and external contact
- Excellent English skills – other languages are an advantage.

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](#).