



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.

In order to lead the development of a fast-growing expertise, User Experience, we are looking for:

User Experience Client Service Director

Under management of Service Line Leader (User Experience, Customer Experience and Channel Performance), the Client Service Director will lead the development of the User Experience Business Unit. Scope of responsibilities will cover:

- **UX solutions and expertise**
 - Identify services and the combination of services to offer in the country, in cooperation with the Global Service Line and in line with its strategy
 - Promote UX expertise across the teams in Switzerland
 - Contribute to thought leadership (Points of View and White Papers, presenting at conferences and client events).
- **Clients & Business Development**
 - Understand clients' key strategic questions and growth agenda.
 - Align with the other Service Lines and the Client Organisation on the commercial strategy and value proposition to meet client needs: propose a revenue target, identify opportunities, and build action plan with the manager
 - Activate the commercial action plan to meet target revenue objectives in coordination with the Client Organization and the other service lines
 - Leads proposal writing, establish costing and lead negotiation with the support of the manager.
- **Contract execution**
 - Project set-up in collaboration with other teams involved in the execution of the project (other Service lines, other UX hubs, external partners and contractors)
 - Project quality (on-time delivery, data accuracy, etc.)
 - Depending on the level of externalization: report writing, presentation Preparation and project delivery (including insights and added value)
 - Present insights and actionable recommendation to the client
 - Understand profit and cost drivers of the Business Unit and optimize project profitability
 - Solves project-related challenges and issues if any.



- **Team**

- Define recruitment needs in line with the manager and guidelines from the Global Service Line
- Allocate people to projects to ensure optimal process
- Ensure people are trained on services / products and technologies
- Evaluate people and report on people's performance.

Desired skills and experiences:

- University degree preferably in marketing/market research, social sciences, communication sciences or similar
- Minimum 10 years of professional experience within Market Research or User Experience agencies, with a proven experience related to User Experience methodologies. Understanding of Market research industry dynamics is compulsory, proven experience in Customer Experience or qualitative methodologies a plus
- Strong appetite for business development, with strategic thinking in order to position our offer to maximize conversion
- Proven ability to manage a business entity, including financial dynamics, budget achievement, resourcing and commercial strategies.
- Ability to deliver outstanding attention and services to the client
- Curiosity, proactivity and entrepreneurial 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 – French and / or German are a plus
- Passion or strong interest for Customer and Users Experience
- International minded and multicultural oriented with strong interpersonal communication skills.

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](#).