



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** team in Geneva is looking for a:

## Research Executive

**Following an initial training period and under the supervision of the different team members, main responsibilities will be:**

- Actively participate on a delivery of one of the largest Mystery Shopping programs globally, including:
  - Ensure the quality of outcomes for clients – data validation, reviews, datafile reviews etc.
  - Overview the fieldwork progress, resolving simple fieldwork issues and queries from Ipsos Operations team or client
  - Coordinate colleagues from Global Operations Hub based in Prague and other fieldwork suppliers
  - Support the team with various desk research, translation, validation activities
- Work closely with Research Managers on delivery of other local / global Channel Performance and Mystery Shopping projects, ensuring high quality delivery:
  - Preparing Project Guidelines, Location Lists, Validation Guidelines, Testing Questionnaires and Reports Portal
  - Resolving simple fieldwork issues with Operation team and client
  - Support team with data analysis and presentation of outcomes
- Participate on various tasks outside of projects: desk research, translations, reviews, document reviews etc.
- Lead smaller Mystery Shopping projects or internal PR activities (benchmark studies)
- Support Customer Experience team on ad-hoc basis for selected tasks.



**Desired skills and experiences:**

- University degree preferably in marketing/market research, social sciences, communication sciences or similar
- Previous experience in market research / customer experience management role / commercial retail is not a must but a plus
- Fluent reading/writing/speaking English and French is compulsory; German is not a must but a big plus
- Proficient in Microsoft Word, Excel and PowerPoint
- High attention to details and outstanding organization skills
- Open minded, curious, dynamic, enthusiastic, agile.

If you recognise yourself in this description, then please send your application by email to: [Recruitment\\_Switzerland@ipsos.com](mailto:Recruitment_Switzerland@ipsos.com).

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