



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 117, from more than 20 countries and based in Geneva, Basel and Root.

To reinforce our Geneva office and our Innovation expertise, we are searching for a:

Client Service Director

The CSD will manage quantitative research projects, including briefing with the client, consulting on most appropriate design, analysis and presentation of key conclusions and strategic recommendations. (S)he will also be a pivotal player in the relationship with clients, over and above current and future projects.

The Client Service Director will have the following main responsibilities:

- Have full responsibility for a portfolio of FMCG categories, including:
 - Grow the business: turnover responsibility
 - Implement client plan to meet client needs and sustain growth
 - Develop a strong and solid client relationship, to turn opportunities into business.
- Understand the client's organization and navigates easily between the different categories.
- Capture clearly the different internal and external challenges.
- 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 techniques
 - Come up with precise and actionable recommendations
 - Interface with other Ipsos expertise and dedicated teams in the Ipsos world to ultimately deliver more holistic perspective to client.
- Manage and coach a team of 3 people in Geneva.

To achieve these goals, the CSD and his/her team will be supported by the research group in charge of the management and execution of the projects and hence will work in close relationship with this team.



Desired qualifications, skills and experiences:

- Graduate of marketing, sociology, psychology, business or related fields
- Significant quantitative primary research experience [8 to 10 years] in a market research agency or related area (essential)
- Strong market analysis skills, ideally in FMCG environment
- Strong expertise in leading multi-country projects, as more than 90% of projects are global
- Strong communication skills, both written and verbal
- Excellent English skills, French / German is an advantage;
- Ability to deliver outstanding attention and services to the client;
- Multi-tasking; ability to work on different projects at different stages simultaneously, with remarkable organization skills.
- Open minded, curious, dynamic, enthusiastic.
- Undisputable collaborative spirit, strong team player

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](#).