

VACANCY IN SOUTH AFRICA-FOURWAYS

SERVICE LINE MANAGER

Service Line: CX

INTEGRITY | CURIOSITY | COLLABORATION | CLIENT FIRST | ENTREPRENEURIAL SPIRIT

Ipsos is a global leader in the market research sector and offers amazing opportunities for learning and development.

The Service Line Manager will be the primary contact for financial clients allocated to his / her portfolio. The Service Line Manager is responsible for developing existing and new client relationships and guiding the research team to ensure the quality and profitability of all aspects of projects and achieving his/her sales targets. The Service Line Manager is also responsible for providing strategic input on project design and analysis, managing and training the research team.

KEY RESPONSIBILITIES

- New business development and business retention
- Client research construction and detail
- Managing client relationships
- Operations interaction
- Insight delivery
- Research team management
- Ensures the process runs according to deadlines and budget together with the Service Line Lead
- Attempts initial value add / insights at each stage (development area)
- Develops basic Solutions knowledge
- Ensures integration of information from multiple sources where applicable and available
- Conducts desk research to add value to all reports / presentations and assist the client in understanding the South African market

KNOWLEDGE AND SKILLS

Education

- School: Matric
- Relevant Degree in Marketing/Business/Arts (preferably with Honours)

Experience

- Min 5 years reputable Research Agency experience
- Quantitative Research experience is essential
- Min Minimum 3 years' experience managing a team
- 3 years Sales and client relationship management experience
- Advanced MS Office Skills

Additional requirements:

- Good presentation skills and good writing ability
- Good business acumen
- Ability to work under pressure / strict deadlines
- Communication skills (both written and verbal)
- Good organizational skills
- Good people skills in order to deal with clients at various levels
- Self-discipline and Initiative
- Ability to work in a team
- Time management

If you believe you are the candidate we are looking for, please submit your application and CV detailing your experience for the post and include daytime telephone contacts to: sarecruitment@ipsos.com

Only Shortlisted candidates will be contacted.

ABOUT IPSOS

- Ipsos is the world's 3rd largest market research company, 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 true understanding and powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. We serve more than 5000 clients across the world with 75 business solutions.
- Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).
- ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP | www.ipsos.com

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Be Sure. Act Smarter.

Be Sure. Move Faster.

Be Sure. Go Further.

