

## **Project Manager – ID-S Consulting d.o.o. -- Q One Tech**

### **Description**

#### **Here's the impact you'll make and what we'll accomplish together**

You will be responsible for managing and overseeing the end-to-end execution of online research projects while cultivating strong relationships with clients and cross-functional internal resources.

Your key responsibilities include managing multiple projects simultaneously, handling sample management and data collection processes efficiently and effectively and liaising with the client regarding set-up and fieldwork; troubleshooting; ensuring established processes are followed; and maintaining required documentation to deliver results that meet the highest quality standards. If you are an motivated individual who enjoys fostering relationships in a team setting, while embracing independent responsibility over their work. The Market Research Project Manager reports into a Client Operations Manager.

#### **Responsibilities:**

1. Manage all end-to-end project level details including:
  - Coordinating and managing external data collection activities to client specifications, on time and on budget.
  - Proactively contacts clients by Zoom and email to finalize project specifications and to provide consultative updates throughout the project life cycle.
  - Communicates with Account Lead and Operations Management to apprise them of study status and any issues that require help.
  - Ensures project design meets client needs by providing consultation to clients concerning online research best practices.
  - Maintains and manages individual project budgets in conjunction with Account Lead.
  - Identifies and communicates potential problems to appropriate colleagues to drive a resolution.
  - Manages third-party partners and outsourcing vendors to deliver the highest levels of client satisfaction.
  - Follows quality assurance procedures to ensure quality and accuracy.
  - Maintains positive working relationship with other ID-S colleagues, clients and vendors.
2. Develops an understanding of the company's product portfolio with an ability to facilitate and support the delivery of new and expanded products/services.
3. Works on a variety of client centric initiatives, internal initiatives, new product roll-out, training, training documentation and continuous education.

You will be part of a 5-person team and partner with ID-S's customers as part of your day-to-day work.

#### **What YOU Bring**

##### **• Competencies:**

- Creative, outside the box thinker who is able to translate ideas, insights, and opportunities into actionable strategies and plans.

- A customer-oriented, data driven approach to marketing.
- A results oriented go-getter, who likes to challenge established norms, and is willing to hustle to get stuff done often under tight timelines
- Proven ability to juggle multiple projects and priorities across a wide range of internal, and external, stakeholders.
- Self-starter with proven ability to take complete ownership of a project.
- Passionate, dynamic, and committed, looking to continuously raise the stakes in their role.
- Adept at using technological resources including MS Office including Excel, and an aptitude for using web-based survey tools.
- Excellent English written and oral communication skills. French, Spanish, Italian and German language would be a plus
- Must be able to work in North American timezone

• **Experience:**

- Bachelor's degree or similar post-secondary degree
- Strong presentation abilities and comfort interacting with all levels of the organization, as well as external business partners.

• **What YOU Get:**

- Learn best-practices from world-class market research organizations
- Empowerment to explore and introduce unique and creative project management and market research technology solutions
- As a geographically diverse team, we offer flexible work styles and leverage technology to stay connected as a team (MS Teams, video conferencing)
- A permanent and stable employment in a growing company with great working environment and atmosphere.

• **Who is our customer ? Q One Tech**

Based in the UK and Canada, Q One Tech offers a range of panel management, DIY online survey software, and other data collection and consumer insight platforms. Its Q One panel management, survey and UX data collection platform give users full control of every stage in the process, with real-time progress tracking. The company's services also include recruitment for custom panels, management of projects from concept to completion, support for ad hoc project programming, and data delivery / online dashboard reporting.

Do you share our passion? At Q One Tech, we are committed to diversity and equitable access to employment opportunities based on ability.