

Position Description

Job Title:	Fieldwork Manager, Qualitative (EU)
Department:	Qualitative
Reports to:	Head of Qual EU
Supervises:	None
Date:	September 2020

General Overview:

The Fieldwork Manager, Qualitative (EU) is responsible for planning, coordinating and executing project activity in order to meet and exceed client expectations. They proactively manage multiple Qualitative studies to be delivered within the timelines and budget, as well as efficiently interact with supporting internal teams, external partners and panelists.

The role is designed for the applicant to grow into a more senior role within the team.

Principal Duties and Responsibilities:

- Follow and adhere to standard Qualitative research processes.
- Maintain and strengthen Client relationships through exceptional service and high-quality delivery of Qualitative projects.
- Ensure clients' needs, specifications and timelines are understood and met.
- Advise on project planning and organization and guide throughout the process with a consultative approach.
- Plan and organize internal and external resources to ensure the project is delivered to spec and budget.
- Efficiently manage relationships with internal and external teams to ensure quality and timely deliverables.
- Provide regular updates and guidance to clients, manage expectations, proactively provide solutions and guidance.
- Adequately respond to time sensitive client queries and resolve problems.
- Follow and adhere to privacy guidelines and laws in countries where we conduct market research.
- *Assist in training and managing more junior team members
- Other duties as assigned

Qualifications:

Educational / Technical

- Minimum 3 years' experience as a Qualitative Project Manager
 - Preferably experience in Pharmaceutical/Healthcare Market research.
- Preferably: Experience across various Qual methodologies, specifically online community management and new methodologies such as ethnographies
- Advanced Proficiency in Microsoft Office Suite (Outlook, Excel, Word).
- Experience with survey platforms– Decipher, Confront – preferred.
- Bachelors or equivalent degree preferred.
- Excellent written and spoken English skills
 - Preferably: Excellent command of at least one additional language in both speaking and writing

Skills and Personal Attributes:

- Customer service driven self-motivator with outstanding communication and interpersonal skills.
- Demonstrates ability to efficiently identify and solve problems at all levels.
- Excellent organizational skills and the ability to manage multiple projects simultaneously.
- Excellent ability to work with time constraints and hard deadlines.
- Excellent attention to detail.
- Strong team player and able to efficiently work autonomously to successfully meet and exceed the clients expectations.