

Job Title:

Client Account Support Role – Graduate Programme

Support Role to Client Account Managers

About the Company:

Customer Perceptions Ltd. is a consumer and market research company, based in Dundalk, Co. Louth and has been in business since 1995.

Our specialist services include: Mystery Shopping Programmes, Brand & Compliance Auditing, Client Satisfaction surveys, Social Media Monitoring, Web based surveys and Training and Consultancy (primarily in Customer Service). We work with clients in the Hospitality, Tourism, financial, Retail and FMCG and sectors. We are a dynamic team of young working professional who work together in delivering high quality, insightful programmes to our clients.

Today we are Irelands leading mystery shopping company with the largest assessor base in the country. We currently employ a team of 15 and also manage a base of over 9,000 field researchers/mystery shoppers.

Description. A graduate has been co-funded in this company by the European Regional Development Fund and Enterprise Ireland under the Border, Midland and Western Regional Operational Programme 2014-2020.

Aims: To recruit a graduate who will bring skills into the company that are critical to future growth.

Results: The graduate commenced employment and is contributing to improvements in company productivity and to changes in output to meet defined market requirements.

Job Description:

A Client Account Support Role, working in Customer Perceptions Ltd. supports and assists Client Account Managers in managing their client portfolios.

The Client Account Support works in conjunction with several Client Account Managers and liaises closely with our Assessor Manager (who looks after our field researchers/mystery shoppers)

The Client Account Support is responsible for:

- Supporting the Client Account Managers in managing consumer research projects/ mystery shopping programmes

- Assisting in the quality process i.e. proofing large volumes of reports on a daily basis and providing analysis based on findings
- Following up with our field researchers/mystery shoppers to ensure deadlines are met by telephone and email
- Dealing with client requests to programmes and reporting results and findings to clients.

The Client Account Support reports to the Senior Account Managers and Operations Manager and will work closely with Client Account Managers to complete projects and meet deadlines.

Requirements:

- 3rd Level Graduate and/or office/administration experience (preferably an open office environment)
- Experience of working in a team
- Experience/ knowledge in using Outlook, Word, Excel and powerpoint
- High standard of grammar and attention to detail
- Excellent communication, including telephone and written skills

Personal Qualities:

- A strong team player and also the ability to work unsupervised
- Self-Motivated and accepts responsibility for meeting deadlines
- Good time management skills and organised
- Ability to multitask on the job
- Take pride in your work

Benefits:

- Flexible working hours
- Quarterly performance related financial bonus
- Free on-site parking
- Discounted gym membership
- Internal promotion opportunities
- Development programmes and courses
- Recreational/ team activities
- Additional perks include: Smart/ casual dress code, actively promoting a work/ life balance, Early finish time on Friday's weekly and Friday's preceding a Bank holiday, kitchen facilities.

Other information:

If selected for interview you will be required to bring examples of recent reports, assignments or presentations that you have done and be prepared to conduct a short 5-minute presentation on your CV.

If you are interested in this position, please send CV and cover letter to nikki.campbell@customerperceptions.ie