

**Job Title:**  
**Administrator**

**About the Company:**

Customer Perceptions are leaders in providing market research solutions. We are a consumer and market research company, based in Dundalk, Co. Louth and have been in business since 1995.

Our bespoke research solutions help our clients to enhance their customer experience, gain insight into their competitors, increase customer retention, monitor standards and ultimately, increase sales and revenue. Our specialist solutions include Mystery Shopping, Customer Satisfaction Surveys, Focus Groups, Brand & Compliance Auditing, and Training and Consultancy (primarily in Customer Service). We work with clients in the Hospitality, FMCG, Tourism, Financial, Retail, Professional Services sectors.

We are a dynamic team of young working professionals 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 22 and manage a base of over 9,000 field researchers.

**Job Description:**

The Administrator works in conjunction with our Assessor Manager Team (who looks after our field researchers/mystery shoppers/sub-contractors) and the Client Account Managers (who look after all the clients and their programmes)

The Administrator is responsible for:

- Supporting the Client Account Managers in managing consumer research projects/ mystery shopping programmes.
- Supporting the Assessor Team in assigning jobs to subcontractor and the recruitment of these subcontractors.
- Assisting in the quality process i.e. proofing large volumes of written commentary in 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 Admin Support reports to the Project Manager, Assessor Manager and Operations Manager and will work closely with Client Account Managers & Assessor Team to complete projects and meet deadlines.

**Requirements:**

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

**Personal Qualities:**

- A strong team player and 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
- Pension contribution
- Quarterly performance related financial bonus (after probation period)
- Hybrid working (after probation period)
- Internal Progression Opportunities
- Early finish Friday available
- Learning and Development programmes and courses
- Care Value – organisation
- Recreational team activities
- Financial Advice
- Cycle to Work Scheme
- Free on-site parking
- Recreational / team activities

**Other information:**

If selected for interview you will be required to have a formal interview in our offices.

If you are interested in this position, please complete below application form:

<https://forms.gle/KWyjbmpSMgXmjVVB6>