Operations Executive

Location:	Johannesburg, Sandton
Remote work:	Remote work allowed optional
Education level:	Diploma
Job level:	Junior/Mid
Type:	Permanent
Reference:	#OP24
Company:	IQbusiness Insights

Are you a tech-savvy individual with a flair for scripting and a passion for operational excellence?

We are seeking a dynamic Operations Executive to join our team. In this role, you will play a pivotal part in providing customer support to both internal stakeholders and external clients. Your primary responsibilities will involve setting up, administering, and maintaining projects and solutions through the utilisation of various software applications.

Roles and responsibilities:

Client and stakeholder support [provide support to internal stakeholders and clients in a demanding dynamic environment]

- Works closely with Account Directors, Research, Sample Operations and Analytics and Automation Teams to ensure alignment on survey, sample, analysis requirements and timelines.
- Supports Research and Account Directors in fostering strong relationships with self-service and assisted-service clients through providing training and ongoing support in the effective use of Insight Community and other research solutions.

Project ownership and management [effective daily management and execution of operational tasks]

- Work as part of a Team, using shared project plans and deadlines to ensure on-time delivery within agreed internal and client SLA's.
- Make use of organisational project management software to provide progress updates and support effective project management for on-time delivery.
- Be aware of, and work within, defined client and operational budgets, driving cost-and timesaving in all areas whenever possible.

Operational tasks [carry-out tasks related to the operational execution and delivery of market research activities]

- Understanding and operational interpretation of client needs [with the support of Account Directors and Research].
- Setting up platforms, programmes, solutions, and projects from an operational, technical perspective.
- Survey scripting, including custom scripting to achieve specific complex survey requirements.
- Survey testing and test data checking [prior to deployment].
- Survey deployment and survey reminders [using e-mail, SMS, and other channels as relevant].
- Sample preparation [including list cleaning], uploads and management.
- In platform, live and reporting table set-up based on Research and client specifications.
- Survey data exports and data preparation [cleaning].
- Insight Community and Panel management activities.

- Insight Community and Panel Member Health-related activities.
- Processing airtime and other relevant incentives | rewards.
- Conducting lucky draws.
- Assisting Account Managers and Support Executives in community member, panel member or research participant query resolution.
- Stakeholder and client training on the Research platforms used.
- Resolving any client, internal or participant queries related to a survey or platform.

Quality, processes, and improvements [apply quality in all tasks to ensure consistent, on-time quality deliverables]

- Demonstrate a “quality-in-all-I-do”, customer-centric and collaborative approach to performing tasks.
- Be aware of, and follow, operational procedures and quality checks.
- Share in problem resolution through demonstrating an eagerness to learn and through the effective sharing of lessons learnt with Team members.

Operational administration [apply importance to the completion of internal administrative tasks]

- Set-up and maintain project and team-specific documentation.
- Monthly tracking of all project-related tasks for the purpose of reporting on personal operational metrics.
- Participate in the review, piloting, and recommendation of any “fit-for-purpose” systems, software or hardware as identified by the Operations Team Leader or
- Play an active role in the successful implementation of any new systems, platforms, solutions, or processes.
- Consistent application of the POPIA [Protection of Personal Information Act] guidelines in all processes.

Requirements:

- Recognised post-matric qualification - ideally a 3-year degree or diploma in Computer Science or related field [i.e., Developer / Programmer].
- Market Research qualification or at least two [2] years’ experience within an organisation conducting Market Research.
- Two [2] years plus experience in a Market Research “operations” role which includes experience in survey scripting, survey deployment, monitoring, and data analysis.
- Knowledge of, and ability to use research and sample platforms [for e.g., but not limited to: Alida; Maru; Alchemer; Survey Monkey; Dooblo or other proprietary Market Research or survey software etc.]
- CSS or HTML experience is advantageous.
- Proficient in Microsoft and Office tools; specifically, MS Teams, MS Outlook, SharePoint, Excel, PowerPoint, and Word.

Competencies:

- Ability to support multiple stakeholders in a highly responsive, fast-paced environment
- General knowledge of conducting online market research
- General and technical problem-solving abilities
- Cross-departmental collaboration
- Project management skills
- Effective communication skills
- Effective at multi-tasking
- Approachable “go-to” person
- Adaptable
- Analytical thinker
- Attention to detail
- Process oriented approach to work
- Customer-focused
- Time management skills

- Strives for service delivery excellence

Please note: As all IQbusiness roles require honesty in the handling of or access to cash, finances, financial systems, or confidential information; our recruitment process requires that the following background checks be completed: credit, criminal, ID, and qualification verification.

IQbusiness is committed to sustainable growth and transformation, we embrace diversity and employ previously di*sadvantaged individuals.*

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