

Job Title: Project Manager
Location: London

Toluna is the world's leading independent online panel and technology provider to the global marketing research industry. The company provides online sample and custom panel building expertise to the world's leading market research agencies from offices across Europe, North America and APAC. Toluna has built and manages a panel community of over 4 million active members across 34 countries.

For more information visit <http://www.toluna-group.com> .

Purpose / Summary of key responsibilities:

Responsible for managing Toluna's market research projects. This includes the overall responsibility to manage and perform Service activities involving project planning, project management, communication with client and crisis management.

Responsibilities & Tasks:

- Take full responsibility and accountability of the Market Research Project assigned;
- Define the project plan details including time line, resource required and potential roadblock;
- Manage the project step by step; follow up with internal and external resource;
- Monitor field progress, problem solving and identification and implementation of solutions;
- Be responsible for closing the project on time and on budget;
- Closely liaise with clients for projects briefing and post survey information;
- Effectively communicate with sales teams and all operation teams to ensure customer's needs are met and understood;
- Closely liaise with all Operations teams and keep control of the project status by coordinating all parts involved at all time;
- Represent TOLUNA in dealing with customer concerns;
- Interact with customers by phone, email, or face to face.

Requirements:

- At least 1 year of experience in online market research;
- High Level of professionalism and integrity;
- Self-motivated;
- Ability to work under pressure;
- High level of organizational skills and ability to prioritize;
- Proactive + Multitasker + hands on approach with a *can do* attitude;
- Availability for some late working hours based on team and business requirements.

We offer a casual, professional, work environment.

Salary / Package: Commensurate with experience & track-record.



This offer interests you? Please send your application including an up-to-date CV and a brief cover letter to our HR department at staffing@toluna.com, specifying in the subject of the message the title of the job.

Please note that only eligible candidates will be contacted for an interview.