

Job description for Study Manager

PSQ:

Payment Service Quality (PSQ) is a small market research company performing field testing/auditing studies based on mystery shopping for the electronic payment industry.

The company was created in 2012 and is based in Bordeaux, France.
PSQ visits an average of 40 countries and performs 7,000 audits a year.

For more information, please have a look at our website, <https://www.my-psq.com/home/>

Job overview:

PSQ has recently been asked by an international corporation to provide a mystery shopping programme in 7 European countries, auditing 2600 merchants, over a period of 3 months (October – December 2022).

To assist with the project's management and delivery, PSQ is recruiting an Assistant Study Manager on a full-time basis. If successful, and if the study becomes recurrent, the role will evolve to a Study Manager after a six-month training period.

The Assistant Study Manager, with support from the Project Coordinators, will be responsible for all aspects of the study, including:

- Managing resource planning and overall delivery of the project.
- Communicating effectively with the client, managing expectations, and reporting back with project updates.
- Updating customer requirements and preparing technical specifications accordingly.
- Managing and supervising a team of several testers who carry out mystery shopping.
- Performing quality control on the captured information.
- Preparing and submitting reports of the highest quality to the client.
- Keeping the Managing Director updated.

The applicant must be bilingual in English and French (native English speaker preferred) as both languages are used daily within the company and the client is anglophone.

The proposed contract is a 6 month "Contrat à Durée Déterminée" starting at the beginning of September 2022.

Required Skills:

- Organised with meticulous attention to detail.
- Experienced with:
 - Project management
 - Microsoft office (Excel, Outlook, Word, PowerPoint)
 - Project management
 - Knowledge of market surveys or payment systems is a plus.
- People management.
- Able to effectively deal with priorities and have good time management.
- Bilingual in French / English – Excellent professional English writing and speaking skills is a must.

Package:

- 6-month CDD, from September until the end of February.
- Full-time, 35 hours a week, Monday – Friday, 9h – 17h but some flexibility on start and finish times.
- Office based job (Bordeaux centre) but option to work from home on certain days.
- 25 000 – 27 500 € gross per year.
- 25 days holiday per year.
- Company health insurance (80% covered).
- 200€ annual gym allowance.
- PC provided.

Application Deadline: 15th August

1st round interviews: w/c 22nd August

2nd round interviews: w/c 29th August

Expected start date: 5th September 2022

Should you wish to apply, please send your CV to jobs@my-psq.com.

Many thanks.