



Mid-Level Customer Service/Account Manager, Commercial Sector

About this Opportunity:

GeoPoll is the leading provider of remote, mobile-based research in emerging markets, providing full-service solutions to its clients. It is the world's largest mobile surveying platform working in the developing world and is looking for a Mid-Level Client Services/Account Manager to join its **South African team** to support the implementation of our commercial sector projects.

We are looking for a gamechanger who thrives on challenging the status quo. This person needs to be able to excel in a fast-paced working environment and must have a passion for research.

The ideal candidate must have solid experience in market research and a keen interest in building and maintaining relationships with a wide variety of clients. This demanding role requires an ability to juggle and execute on diverse responsibilities within an exciting, fast-growing company.

To apply please email jobs@GeoPoll.com with a resume and cover letter, describing your interest in and fit for the role.

Please note that the ideal candidate for this role is located in Southern Africa.

Responsibilities:

Project Management and Client Engagement (80%)

- Responsible for managing client relationships at all stages of project implementation
- Educating clients on GeoPoll's processes as needed for research projects
- Ensure client projects are run as per schedule and provide regular to clients and managers
- Identify opportunities for additional work with existing clients
- Identify ways to improve service levels and efficiency across your portfolio
- Support the business development team by providing technical input on research design, methodology, and deliverables to clients
- Maintain strong positive client relationships
- Assist Client Service lead in the development of research reports

Financial Management (10%)

- Contribute to GeoPoll's success and growth by overseeing monthly revenue for the Southern African region
- Coordinate with the Finance Team to develop, submit, and track invoices and payments

Business Development Support (10%)

- Support Business Development team members with client meetings, proposal writing and assisting with innovative solutions to client challenges
- Provide assistance with control measures before projects are launched

Requirements:



- Minimum 3 years of experience in a program/project coordination or management role within the research industry
- A Bachelor's degree in business, international relations, and/or another related field is required
- Report-writing capability and the ability to interpret data ensuring quality insights are delivered to clients
- Excellent attention to detail and organizational skills with the ability to follow through and execute on tasks in a proactive, timely manner
- Methodical and efficient in time management
- Ability to work independently and in a remote environment
- Strong work ethic and the ability to work flexible hours depending on client demands
- Project management skills
- Excellent verbal and written communication skills
- Desire to work in a challenging and fast-paced working environment

Value-add skills

- Fluent in French
- Experience in writing qualitative research reports
- Established network within the market research industry across clients and service providers

Company Compensation

- Base salary plus commission for project revenue achieved
- Cell phone allowance
- Fuel allowance
- Medical Aid allowance

To apply please send a cover letter and resume (as a single file, with your name as the file name) to jobs@geopoll.com with **Customer Service/Account Manager (SA)** in the subject line.

About GeoPoll

GeoPoll is a leading research organization that uses mobile phones to gather direct, real-time insights from millions of people throughout Africa, Asia, and Latin America. Working with clients including global brands, media outlets, and international development groups, GeoPoll facilitates projects that measure vital indicators around the world.

EEO Statement

GeoPoll is an Equal Opportunity Employer and welcomes diversity. We do not discriminate on the basis of race, religion, tribe, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications and merit