

Job Title: Recruitment & Scheduling Manager

About the Company:

Customer Perceptions are leaders in providing market research solutions. We are a consumer, business 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 compliance and standards, and ultimately, increase sales and revenue. Our specialist solutions include Compliance Testing, Mystery Shopping, Customer Satisfaction Surveys, Exit Interviews Focus Groups, Brand & Compliance Auditing, Training and Consultancy (primarily in Customer Service). We work with clients of all sizes in the Retail, Hospitality, Aviation, FMCG, Tourism, Financial and 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 Ireland's leading bespoke research solutions company, with a panel of 10,000 field researchers nationwide. We currently employ a team of 20 full-time staff.

Job Description:

The Recruitment & Scheduling Manager in Customer Perceptions Ltd. will be dedicated to managing a specific large-scale client research project. This individual will be entirely responsible for the recruiting, scheduling, and managing field researchers to fulfil the requirements of a large-scale client project, while also working in conjunction with other members of the team on other ad-hoc client projects.

The Recruitment & Scheduling Manager will be responsible for every aspect of the client project, including:

- Managing the recruitment process efficiently, including the posting of open positions to job boards and screening of candidates.
- Conducting background and vetting checks on candidates and working closely with client on approval process with all candidates.
- Creating, maintaining, and controlling the project schedule in accordance with client requirements and standards of best practice.
- Verifying the availability of field researchers and scheduling accordingly.
- Attending project briefings and related client meetings (remote).
- Building and maintaining strong client relationships and communicating with relevant project stakeholders.
- Overseeing, co-ordinating and streamlining candidate onboarding process.
- Management of Field Researcher training at onboarding stage.
- Managing fieldwork.
- Handling any unexpected scheduling/requirement changes.
- Documenting scheduling processes and keeping thorough records.
- Confirming project invoicing requirements in conjunction with Finance Department.
- Other administrative tasks as required.

Whilst the Recruitment & Scheduling Manager reports to the Senior Project Manager and works closely with the Client Account Management team (who manage all projects and programmes within the business) and Assessor Manager team (who oversee and manage our panel of field researchers) they are ultimately solely responsible for managing this large-scale client from end to end.

Role Requirements:

- 3+ years previous recruitment/scheduling/co-ordination experience/ client account/client management experience, or relevant role essential.
- Own car and full driving licence essential.
- Significant experience and competence in using Excel, Word, Outlook, and PowerPoint.
- Previous experience of working in a team preferred.
- Exceptional verbal and written communication skills.
- Client Experience preferred.
- 3rd Level graduate preferred.
- Competent in using social media and digital channels.

Personal Qualities:

- Great interpersonal skills: client service orientated
- A strong team player.
- The ability to work unsupervised.
- The ability to be flexible in response to changing client requests/requirements.
- Strong communication skills (written and verbal)
- Self-motivated.
- Ability to work in a fast-paced, changeable environment.
- Taking pride in your work and delivering high-quality outputs.
- Accept responsibility for meeting deadlines.
- Good time management skills and organisational skills.
- Ability to multitask on the job.
- Ambitious, innovative, and creative.
- Confident, professional, and dedicated.

Benefits:

- Flexible working hours.
- Quarterly performance related financial bonus after probation period.
- Hybrid working after probation period.
- Free on-site parking.
- Internal promotion opportunities.
- Development programmes and courses.
- Recreational / team activities.
- Travel expenses for business activities.
- Additional perks include Smart-casual dress code, actively promoting a work/ life balance, Early finish time on Fridays weekly and Friday's preceding a Bank holiday, kitchen facilities.



Other information:

If selected for interview, you will be required to prepare and conduct a short 5-minute presentation on your CV.

If you are interested in this position, please send CV and cover letter to nikki.campbell@customerperceptions.ie