

## JOB DESCRIPTION: SENIOR ACCOUNT MANAGER

### About ACA Research

ACA Research is a business focused market research agency, which means that we possess both in-depth industry knowledge, and a critical understanding of the business context underpinning decision making within our specialist sectors. We are looking for a versatile and passionate researcher to join our successful and growing team, working to support clients across the Australian automotive and financial services marketplaces.

Using the latest research methods and technology, we tailor our approach to the issue in hand, leveraging our in-depth knowledge of specific industry sectors and our expertise in customer experience research, design and consulting to generate rich, evidence based insights for our clients. Our integrated offering lets us go beyond research, supporting clients with their strategy and operational transformation.

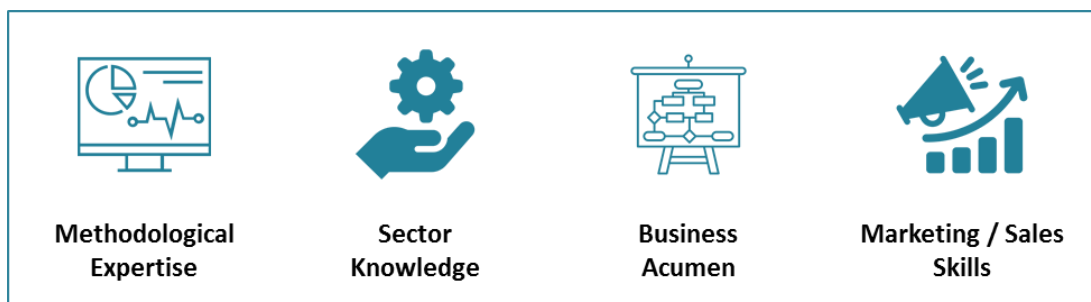
### About our clients

Our clients come to us with a variety of questions, across areas as diverse as:

- What is the opportunity within this sector or marketplace
- This market is changing and evolving, what do we need to do to stay ahead?
- How do we position ourselves as a thought leader in our industry?
- How do we optimise our proposition for our clients / customers?

The research we do looks to go beyond just delivering descriptive results, but looks to deliver true insights that provide our clients with an edge, or helps them identify new opportunities for their products or services.

Working within this team will help you wed together the following areas to truly deliver to client needs:



### About the role

We are looking for an enthusiastic and competent Senior Account Manager with 5+ years' solid market research experience who is keen for a hands-on, client facing role, working with leading financial services and automotive companies. The successful applicant will get to work within a growing, supportive team in a challenging and fast-paced industry where no two days are the same! This diverse role offers a great opportunity to accelerate your market research career with exposure to a wide range of research methodologies, business challenges and clients.

## About you

We are looking for a highly organised, hands-on researcher who is passionate about helping businesses to solve a range of strategic issues. Specifically, we would hope that you will have the following skills and experience:

- An insightful thinker, with an understanding of your client's commercial environment
- A background in services research, including B2B experience, ideally within the automotive or financial services sectors
- Strong quantitative research experience, including
  - Well-developed questionnaire design skills
  - Effective project manager, with experience running customised research projects end-to-end
  - Experienced in developing engaging and insightful presentations and client outputs
- Advanced skills in SPSS and/or Q
- Highly personable and confident in developing relationships with clients and suppliers
- Excellent written English skills. This is critical to this role, which requires preparation of high quality strategic reports, and will involve drafting of content for our blog posts.
- Highly competent across the MS Office suite of products (PowerPoint, Word and Excel in particular)

## Other qualities

These skills underpin our approach to doing business and are what we look for in our team members:

- A desire to go beyond what the research says and determine what it truly means
- A considered, concise and conscientious approach to their work and an intrinsic pride in what you do
- An inquisitive nature, an open mind and the confidence to challenge so that the best approach 'wins'
- Willingness to 'pitch in', get involved and take the initiative as needed
- A desire to talk about business issues and broader context in which research fits as a tool to inform business decision making

**If this sounds like you, please get in touch. We would love to hear from you.**