Our company is growing rapidly and is searching for experienced candidates for the position of research director. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for research director

- Report on core competitive metrics – competitive win and incident rates, competitive trends, win/loss analyses, via static reports and/or dynamic dashboards
- Consult with clients, design projects, write proposals (with assistance), execute research, and report on results that turn strategic recommendations into business results
- Be the market expert in the application of Firefly's innovative suite of solutions
- Be primarily digitally based, with limited traditional methods including focus groups, face-face, strategy development sessions, ethnography
- Assist in the RFP and capabilities process adding valuable, insightful input, and creative methodologies where appropriate
- Be accountable for qualitative revenue and profit targets, with support of the business development team
- Advise Research Consultants on research designs to translate business insights needs into the optimal research approach
- Act as the subject matter expert and provide technical advice on both quantitative and qualitative methods
- Collaborate with the Audience Insights team and the Data Quality & Analysis team on methodological issues during the research instrument design and data interpretation stages
- Manage a portfolio of annual web-based surveys, suggesting and establishing new surveys

- Effective manager
- Proactively seeks out new opportunities
- Minimum of ten years related Research experience working with business clients
- At least 10 years of experience as a consultant, practitioner, or research analyst in the customer experience arena
- Deep intellectual curiosity about experience design, governance, understanding customer needs, branding, and marketing
- Strong knowledge of customer experience issues and challenges