

Job Title: Business Manager, Operation & Admin

Function: Operation & Admin

Jakarta

Location:

Industry: Mystery Shopping & Market Research

Company Description:

Mystery Shopping Indonesia – MSI - is a full service quality research agency, specialized in developing and executing mystery shopping programs, employee motivation programs and Certified Service Professional programs for service staffs and management for both local and international companies.

MSI differentiates itself from its competitors through its professional offer of services, its methodology in the execution of programs, competitor benchmarking services, and covering the big provinces in Indonesia. MSI Services is best described as flexible, innovative, professional, enterprising, and proactive and seeks the same qualities in their employees. MSI is the member of The MSPA (Mystery Shopping Provider Association) Asia Pacific.

Job Description: Business Manager; Operations & Administration

Operations

AQ Services has numerous accounts for which mystery shopping programs and/or other research projects are developed and executed. The Business Manager will be responsible for the execution, the coordination and the communication of the program.

The tasks included are as follows:

- Communication with mystery shoppers

- Scheduling mystery shoppers for the mystery visits

- Instructing mystery shoppers

- Verifying the results

- Reporting the results

- Reviewing questionnaires, briefing material etc. and making the necessary adjustments

Administration:

The second role of the Business Manager is to ensure the smooth running of all administrative processes and organizational tasks which are crucial for the efficiency of mystery shopping and research programs.

The tasks included are as follows:

- Database maintenance

- Providing guidance and answering any queries by email /telephone

- Reviewing and checking the mystery shopping reports

- Providing assistance in any planning an organizational activities

- Standardizing office processes

- Supporting all mailing waves and other such marketing activities

Job Requirements:

The Business Manager must hold a Bachelor degree and fluency in the English language is preferable. The Business Manager is expected to have excellent verbal and written communication skills, strong organizational skills, a great affinity with service, to be a strong team player and the ability to work in a flexible environment. In addition to the above, the Business Manager must have 1 to 3 years experience in

a similar position. Our employees should take pleasure in and perceive it a challenge to work in a young, growing and dynamic company. He or she is proactive, likes to take initiatives, and has a strong sense of responsibility.

Contact person: Mrs. Liz Tanida

E-mail: Liztanida@mysteryshopping-indonesia.com