

Job Title: Management Traineeship

Function: All around management trainee
Jakarta

Location:

Industry: Mystery Shopping & Market Research

Duration: 6 months

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.

Traineeship Description: ALLROUND MANAGEMENT TRAINEESHIP

AQ Services offers a diversified management traineeship. The trainee will primarily be in charge of coordinating several accounts. There will also be room for the trainee to conduct one or more research projects during the traineeship period. The tasks involved are described here below.

Account Management:

AQ Services has numerous accounts for which mystery shopping programs and/or other research projects are developed and executed. The trainee will be trained as an account manager and will be responsible for the execution, the coordination and the communication of the program. At first you will assist another business manager in these tasks.

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 to the client
- Reporting the results to the AQ Services management
- Processing alterations in the questionnaires, instructions etc.

Projects:

The secondary role of the trainee includes conducting short or long term research projects. The nature of the project is dependable of the situation at that time. An example of such a project would be to coordinate a research project carried out for a magazine article.

Specifics tasks during Research projects:

- Writing the research project plan
- Setting up the program contents for the research project
- Coordinating the operational aspects of the project
- Reporting the findings of the Research project
- Communication with the client
- Finalizing the project

Job Requirements:

The trainee will work directly together with the team of MSI. The degree to be obtained by the trainee must be a Bachelor's degree. Fluency in the English language is preferable. The trainee is expected to have good communication skills, have affinity with service, have a hands-on mentality, be a strong team player and at all times be flexible. The trainee should perceive it a challenge to work in a young, growing and dynamic company. He or she likes to take initiatives, has a strong sense of responsibility and can perform independently.

Contact person: Mrs. Liz Tanida

E-mail: Liztanida@mysteryshopping-indonesia.com