

Operations Specialist I

Company Description:

Quester is a technology-based, marketing research company specializing in conversation. Integrating close-ended questions and moderated, open-ended questions into every study, every design, and for every person, Quester exposes nuances in research missed through traditional methods. Studies are designed by researchers, conducted by proprietary artificial intelligence, and jointly analyzed by trained linguists and statisticians who bring the full and complete story to life, often through a single phase of research. Today, Quester is used by many Fortune 100 and Fortune 500 firms to perform studies on future products and services.

Job Description:

The Operations Specialist will be responsible for working closely with the Operations department to test and program online web-based surveys for marketing research projects. This individual must have a high degree of attention to detail as testing will be a large part of this position.

The Operations Specialist will use a proprietary testing platform along with the survey platform – Survey Gizmo. These platforms require basic computer and data entry skills.

Required Skills:

- Microsoft Office experience, especially Excel.
- Excellent attention to detail and a relentless focus on quality output.
- Exceptional communication skills, both written and verbal.
- Ability to learn new software programs quickly and efficiently.
- Deadline driven
- Capable of prioritizing and coordinating multiple projects
- Superior interpersonal skills with the ability to work well with other, yet adept at working independently
- Able to thrive in a fast-paced, growing environment

Desired Skills:

- Experience with Survey Gizmo or other survey platform such as: Survey Monkey, Confront, Dimensions or Qualtrics.
- Programming experience with HTML, CSS, JavaScript and jQuery.
- QA and QC experience.

Duties & Responsibilities:

- Test high complexity surveys using proprietary testing platform.
- Basic setup and programming of surveys in Survey Gizmo and other survey platforms and tools.
- Data entry into various desktop and web-based systems.
- Assist project managers with change requests, data pulls, analytic needs, and survey support.

Estimated Task Percentages:

- 60% - Testing (programmed surveys)
- 25% - Data entry (Survey Gizmo)
- 10% - Programming (Survey Gizmo and various tools)
- 5% - Project management (communicating with team members, vendors and clients)

Education / Previous Experience:

- Associate's or Bachelor's degree from accredited college or university or equivalent experience.

Benefits:

Full-time employment with competitive salary and full benefits:

- Health and Dental Insurance
- Life, Accident and Disability Insurance
- 401K Plan and Match
- Flexible Spending Account
- Paid Time Off and Holidays
- Flexible Work Environment
- Company Profit Sharing Plan

Location:

Des Moines, IA