



OPPORTUNITY: DIRECTOR OF RESEARCH OPERATIONS

The Director of Research Operations, CXLign is an important dynamic position in this new and rapidly growing business line. Rivel's [CXLign](#) division conducts very large and in-depth semiannual syndicated surveys of U.S. banking customers and provides reports and ad hoc analyses to its bank and credit union customers. This role requires a combination of management and technical acumen. This an excellent opportunity for a mid-level, career-minded individual to get in on the ground floor of a business unit with multi-million dollar growth potential. Includes the opportunity for direct contact with top management. This is a full-time position and will require being onsite at least a couple of days a week (initially remote).

PRIMARY RESPONSIBILITIES:

- Manage the pre-field, fieldwork and report production cycles
- Manage questionnaire development, provide input on design and deployment, and program Qualtrics QNR
- Perform quality control checks during each phase
- Conduct ad-hoc data analysis
- Train and manage a team of analysts
- Create and maintain written procedures
- Help continually improve the deliverables/business

PRIMARY KPIS:

- Ensure fieldwork begins/ends on time, subject to quotas
- Ensure reports are delivered error-free and on time

REQUIREMENTS:

SOFT SKILLS:

- Acute attention to detail
- Highly organized/systematic thinker
- Excellent written and oral communications skills
- Self-directed/able to manage multiple deadlines without oversight
- Able to manage others
- Alignment with Rivel's [core values](#)

TECHNICAL SKILLS:

- Intermediate or better MS Excel skills (i.e., pivot tables, lookups, advanced formulas) [required]
- Qualtrics [optional]
- SQL/SSMS [optional]
- MS Power BI [optional]

EXPERIENCE:

- Bachelor's Degree or better [required]
- Marketing research experience (field management, questionnaire development, data analysis, reporting) [preferred, 3+ years]
- Supervisory experience [optional]
- Analysis of large datasets [optional]
- Knowledge of banking industry [optional]

As data-driven management consultants, Rivel helps management teams and boards improve valuation, mitigate risk and drive performance.

Since 1991, Rivel has been advising management teams and boards on how aligning attitudes and behaviors of key stakeholders (Employees, Customers and Shareholders) can make the difference between success and failure in their business.

Our rapidly growing client list includes some of the largest publicly traded companies in the world across all industries.



CONTACT:

Please email a resume accompanied by a cover letter to [Theresa Patti](#)

*Click [here](#) for more info on Rivel
No phone calls please*