

# SENIOR PROJECT MANAGER

## Overview

This role sits at the heart of the organisation's service delivery. As a Senior Project Manager, you will manage complex research projects from start to finish, ensuring every client receives exceptional service and flawless execution. You will lead projects across survey programming, sample delivery, quality checks, and post field outputs, all while maintaining strong communication and proactive problem solving. You will be part of a dynamic, high performing team that collaborates closely with client experience leaders and global partners. Your work will shape client satisfaction, operational excellence, and long term relationships. This is a role for someone who loves taking ownership, thrives under pressure, and enjoys being the go to expert clients rely on. The hours align with US Central Time, offering a remote working environment and the opportunity to work with some of the best minds in modern research technology.

## Responsibilities:

### Project Leadership

- Lead advanced market research projects from start to finish, ensuring quality, timeliness, and accuracy throughout the full lifecycle.
- Oversee survey programming requirements, sampling plans, fieldwork tracking, and post field deliverables.
- Manage multiple complex projects simultaneously in a fast moving, evolving environment.

### Client Communication and Delivery

- Serve as the primary point of contact for clients throughout project execution, handling communication around timelines, updates, expectations, and issue resolution.
- Build strong client relationships through proactive, clear, and solution focused communication.
- Gain deep understanding of each client's challenges, objectives, and success measures.

### Internal and External Coordination

- Coordinate contributions from internal team members and external delivery partners with clear instructions, expectations, and timelines.
- Work closely with client experience managers to ensure smooth project flow and alignment across all stages.

### Operational Excellence

- Identify process inefficiencies and contribute ideas that enhance workflows, technology adoption, and operational standards.
- Support leadership in rolling out new processes and continuous improvement initiatives.

## Requirements:

- Required Experience and Skills
- Minimum of three years experience managing client facing online sample or market research projects.
- Strong proficiency with survey tools such as SurveyMonkey, Decipher, or Qualtrics.
- Advanced Excel capability including pivot tables, VLOOKUP, and complex formulas.
- Native level business English with excellent communication skills.
- Reliable home based fibre connection with a minimum speed of 20 Mbps.

Apply now : [hello@hustlesa.co](mailto:hello@hustlesa.co)

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