

## Panel Care Executive

Department: Operations  
Location: 50 Featherstone Street, EC1Y 8RT, Central London  
Reports To: Panel Manager  
Hours: Full Time (37.5hrs)

*YouGov is a leading online Market Research company with offices around the world. We are currently recruiting for a Panel Care Executive to work in the London offices within our busy Operations department. YouGov's Panel is at the centre of our success and as such we are looking for someone enthusiastic with a keen sense of good customer service to join our team, focusing on making sure our panellists' email and telephone queries are responded to in a satisfactory manner.*

*Training in all YouGov specific software will be provided.*

## Overall Objective

- Ensure all panellist queries are responded to on time, accurately and professionally.

## Key Responsibilities

- Resolve all panellist queries in a polite and timely manner
- Ensure appropriate tone is used in response dependent upon channel used
- Escalate to appropriate contacts any patterns in queries that might indicate a bigger issue
- Build and maintain library of responses to common queries
- Build good working relationships with Panel Services Team, utilising their project knowledge to inform resolutions to any project specific issues
- Establish the right channels of communication with our Accounts team to ensure panellist payments are up to date
- To assist with any other general administrative tasks which we may need help with

## Skills required

- Excellent interpersonal skills
- Excellent customer focus handling skills
- Excellent written, oral and electronic communication skills
- Ability to learn new skills quickly through both structured training and self managed on the job practice.
- Strong initiative
- Problem solving, analytical and numerical skills
- Expectation management: Prioritise, manage, organise and satisfy
- Ability to deliver results, meet deadlines and manage time effectively

## Personal attributes

- Self-discipline
- Self motivation
- Positive attitude
- Excellent organisational skills
- Professional attitude

This is not an exhaustive list, and you will be expected to be flexible in your approach to carrying out your duties, that may change from time to time to reflect changes in the Company's circumstances. This will include providing cover for colleagues as required. The Company therefore reserves the right to vary the job description in consultation with you.

All YouGov plc employees are expected to comply with the Company's policies, rules and procedures as outlined in the handbook, health and safety manual and all other publications.

Please send your CV and covering letter to [vacancies@yougov.com](mailto:vacancies@yougov.com).