

## Survey Scriptor, Romania

Department: Operations  
Location: Bucharest  
Reports To: Head of Data Operations, Romania  
Hours: Full Time (40 hrs)

*YouGov is a leading online Market Research company with offices around the world. We are currently recruiting for a Survey Scriptor to work in our new Data Operations unit in Bucharest. You will be part of a medium sized, newly established team which will provide operational support to research teams in Europe, the USA, the Middle East and APAC, enabling them to offer quality consultancy on a wide variety of topics.*

*Alongside other survey scriptwriters and data processing execs, you will be part of an Operations team which strives to produce accurate results every time and supports the rest of the company in delivering innovative and robust research solutions.*

*The successful candidate will be self-motivated, a confident communicator and a great team player who is able to pick up new systems and programming languages quickly. This is an exciting new chapter for YouGov and we are looking for a team of people who are demonstrably enthusiastic about becoming part of that.*

*Previous experience of 1+ years in a similar role within Market Research is required.*

*As part of the team, you will be provided with all necessary training to allow you to carry out the role effectively.*

### Overall Objective

- To provide expert scripting services and first line scripting support to users of the survey scripting system in the YouGov business.

### Key Responsibilities

- To take complex questionnaires from researchers and script them using YouGov's bespoke scripting software in an accurate and timely manner.
- Testing survey logic to ensure that it is error free.
- Communicating with the researchers to ensure that timeframes are agreed and progress is reported.
- Management of own workload to ensure that deadlines are met and standards are achieved.
- Using experience to liaise with internal clients, advising on best practice and assisting with problem solving
- Supporting junior members of the Survey Scripting team with any training needs on a day to day basis
- To assist the senior scripters in implementing any new solutions for improved efficiency within the workflow
- To maintain excellent record administration so as to have an accurate log of work carried out as part of the service

### General

- To ensure all reporting and management requests are accurate and delivered on time
- To ensure both internal customer and panel satisfaction and to represent YouGov Plc in a professional and ethical manner at all times. To ensure queries not relevant to the department are passed on to the relevant contact or department promptly
- To protect YouGov Plc in all customer relationships and act with integrity at all times

### Skills required

- Familiarity with some sort of computer language or web-design coding (e.g. HTML, CSS, JavaScript)
- Degree in an IT-based subject, or evidence of a similar level of computer skills
- Teamwork
- Strong logical problem solving skills
- Excellent attention to detail

- Good communication skills, especially in the area of explaining technical points to non-technical people
- Ability to work independently and manage own deadlines

#### Preferred skills

- Good HTML, CSS and Javascript skills
- Familiarity with any or all of: Photoshop, Flash, Actionscript, XML, SQL, ASP, PHP
- High level of proficiency with MS Office, especially Excel

#### Personal attributes

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

#### Education and qualifications

- Fluent written and spoken English

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 [saji.sheikh@yougov.com](mailto:saji.sheikh@yougov.com)