



Job Description:

Job Title:	Manager Research & Opportunity
Reports to:	General Manager, Client Services Division
Department:	Research & Opportunity
Job Supervised:	Research Officers, Opportunity Officers
Stakeholder Relationships:	Exporters, Cross Functional Units of exporTT, Export Support Network, Local and International Research Agencies, Line Ministry

Core Purpose:

The Research & Opportunity Department of exporTT is THE Go-To place to obtain trade data and information plus other forms of relevant research for T&T. As the Manager you are responsible for ensuring that your department operates efficiently towards consistently meeting this promise to exporTT's clients, The Ministry of Industry and Trade, other departments within the company and other stakeholders.

Your contribution to the company's brand and service promise is to ensure the integrity, quality and timely delivery of all research data and information that is disseminated. You will also ensure that all activities of the department are aligned with the company's strategic plan and therefore providing meaningful impact towards achieving targets.

Main Responsibilities – Research Role:

- Track Trinidad & Tobago's export trade performance, interpret and disseminate data on a scheduled basis.
- Establish and periodically review maintenance of a trade information network.
- Support the implementation of exporTT's core projects and programmes by ensuring all departments are using current and accurate trade information.
- Ensure there is a proper system to facilitate research enquiries, monitor the quality of information provided, monitor the quality of customer service, and the impact of the service provided (research or other).
- Contribute to and oversee the development/ issue of research publications to stakeholders.
- Ensure the development and maintenance of online market research databases.
- Develop and execute research projects based on the organisation's strategic objectives and Client requests.

Main Responsibilities - Opportunity Role:

- Build quality, early-stage pipeline with prospective and existing territories.
- Qualify and update a database of potential buyers & distributors.
- Business Intelligence support to Client Services Department.
- Proactive pursuit of new business potential and market expansion opportunities for clients.

Manager Responsibilities:

- Coordinate the achievements of the Department's objectives within agreed time frames and budgets, promoting team cohesion, cross department collaboration and development.
- Complete work plans and communicate expectations clearly for your staff
- Monitor staff performance, through periodical performance conversations and at official appraisal periods, to support their ability to succeed in meeting objectives
- Promote collaboration with Client Services, Capacity Building and Marketing peers
- Provide critical "field level" feedback to the organisation to constantly improve customer engagement.
- Develop and coach your Department's employees to grow beyond their existing role.
- Lead development of annual budgets and plans for Department.
- Report on unit's metrics and dashboards, with overall responsibility for ensuring targets are met.
- Any related functions and responsibilities consistent with this role.

Desired Skills and Requirements:

- Strong initiative with a personal drive towards meeting goals and deadlines
- Strong strategic thinker
- Excellent interpersonal communication skills: articulate, easily able to “connect” with others / personable, proactive, and responsive with a sense of urgency.
- Strong collaboration and time management skills.
- Comfort with warm-calling and cold-calling.
- Proficient with research / database tools and CRM
- Understands the value and basic mechanics of social media when engaging with customers, prospects, towards the promotion of available research and information reports, new research service offerings, events and thought leadership.
- Ability to thrive in a fast-paced, high growth environment and work collaboratively with colleagues and staff.
- Ability to work independently in a results-oriented environment.
- Innovative ability to develop new research products and service offerings.

Managerial Competency Skills:

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| - Customer-focused | - Interpersonal savvy |
| - Business insight | - Nimble learning |
| - Drives results | - Collaborates |
| - Action-oriented | - Resourceful and tenacious |

Qualifications & Other Requirements:

- Bachelor’s degree any of the Social Sciences, Economics will be preferred
Five (5) years’ experience in handling research projects.
- Knowledge and experience working with research methodologies, both quantitative and qualitative.
- Project management experience.
- Experience in performance monitoring.
- Excellent written communication and report writing skills.
- Foreign language will be an asset.
- Expert user of standard office software applications; knowledge of market research software is an asset (e.g. SPSS) and CRM systems
- Any equivalent combination of knowledge, skills and abilities.