



**Organized. Detailed. Multi-tasking. Efficient. Anticipatory.**

If the above describe you, Haynes & Company is looking for you to join our team as a:  
**Manager of Research Operations.**

**ABOUT US**

[Haynes & Company](#) (H&Co) is a research and analysis firm that works with institutional investors, retailers, and management consulting firms. Be it publicly traded stocks and bonds; portfolio company due diligence; or management of an ongoing businesses, our approach to research is unique: it relies on complex, in-person observations which are paired with internal analysis to deliver leading-edge knowledge. We unlock insight to answer our clients' hardest riddles, presenting solutions that are innovative, creative, and data-driven to hedge funds and private-equity firms, product manufacturers and specialty retailers.

Based in the Philadelphia-New York City corridor, H&Co is a growing and dynamic market research firm with a need for smart people who go the extra mile in order to help us reach our goals. We are looking to add to our team with a new *Manager of Research Operations*.

The **REQUIRED DUTIES** of the *Manager of Research Operations* span the entire Haynes & Company business. Duties include the following:

- Manage our freelance researcher platform to enable our research to be conducted in a timely, accurate, and complete fashion
  - Manage the sourcing and interviewing process for filling researcher vacancies, from posting openings on online job boards to shepherding potential contractors through the multi-step interview process
  - Own all start-up materials and procedures to ensure a successful launch for new researchers who join the platform
  - Suggest and maintain researcher assignment schedules in consultation with Haynes & Company Research Managers and utilizing internal tools including Google Calendars
  - Communicate all scheduling and calendar items to researchers
  - Keep all internal documentation aligned and up-to-date as regards schedules and assignments
  - Be a “Field Guru” for researchers to help them get their questions answered, including directing communication to the right member of the Haynes & Company team when needed
- Working directly with Haynes & Company Research Manager(s), ensure 100% data integrity by conducting robust quality control (QC) after data survey submission for a selection of projects
  - Review each survey individually to find any errors
  - Utilize existing tools to assist with the QC process, including Excel-based “batch cleaning” spreadsheets and exception-based reports inside Tableau, a business intelligence tool
  - Log the errors
  - Communicate errors to the individual researchers and ensure they are corrected
  - Work to a 100% daily service level so that all surveys are error-checked and communicated about within one business day of submission
- Serve as the Haynes & Company beta tester on new projects, providing a critical link back to the researcher platform and helping us to design and to launch projects in a user-friendly, tested manner from the get-go
- Collaborate with various members of the team as-needed on specific research engagement and special projects, which so far in 2014 have included:
  - Research design and in-market launch for a consumer packaged goods store pricing check
  - In-market research collected on veterinary clinic locations, service, and pricing
  - Ad-hoc analysis of specialty retailer’s promotional calendar over previous six months using internal, proprietary data

There is room for growth in this role as well, extending into external communications / social media (such as our corporate LinkedIn account), and assisting on business development, creating and maintaining the Haynes & Company website.

In a nutshell, our ideal candidate is someone who is obsessively organized, loves geeking out about how to do things better / faster / smarter, and is excited about research. Other personal qualities **ABOUT YOU** include:

- Independent worker unfazed by juggling multiple streams of work simultaneously with concurrent deadlines. Can manage multiple tasks at once and adjust (and communicate outward) priorities based on workload, personal judgment, and direction from management or internal/external team members.
- Determined and resilient in order to accomplish what needs to be done, and loves the thrill of having his/her hands in multiple areas of the business and thrives on seeing how they interconnect for success.
- Confident and poised without ego or drama.
- Can think on your feet, even anticipating what is next in order to get it done before being asked.
- Hardworking and diligent – some might even describe you as intense – while also knowing how to take a break, have a good time, and come back refreshed and ready to tackle the next challenge.
- Client service focused, as we exist only because we consistently exceed our clients' expectations.
- Innately curious with a hunger to always know more, whether at a technical, operational, or personal skills level, and not afraid to ask questions of oneself and others.
- Highly logical and organized in everything you do, from your inbox to your thought processes.
- Ethically beyond reproach.
- Entrepreneurial in attitude and excited at the opportunity to join a new and growing business and be a part of its trajectory.
- Adept at working from home with the ability to demonstrate success in a non-traditional, unstructured work environment.

The **QUALIFICATIONS** we seek include:

- BA / BS degree, with top universities and graduates with distinction greatly preferred.
- Must have had a role in the last three years which demonstrate a clear pattern of leadership and success within the context of taking on growing complexity and responsibility.
- Past work experiences (including internships and/or term-time work) in any of the following fields especially helpful: management consulting; account management; field operations supervision; event management. Exposure to and/or certification in Six Sigma or Lean Operations techniques greatly helpful.
- Excellent written and verbal communication with a professional, personable tone.
- High degree of comfort with spreadsheets and Excel.
- Adept with technology including learning new programs and applications independently and being able to troubleshoot one's own technical roadblocks as well as explain them clearly and succinctly if unable to resolve.
- Familiarity with and understanding of basic financial concepts such as revenue, gross margin, operating margin.
- Demonstrated ability to work remotely on one's own and with other team members distributed across the United States and abroad.

**COMPENSATION** is competitive and includes a performance bonus as well as the benefit of working from home on a flexible schedule. A benefits package covering health care and retirement needs is also available.

**TO APPLY** please submit a resume and cover letter via email to <mailto:elizabeth@haynesandcompany.com> with "Manager" in the subject line.