



Student UX Researcher (f/m/d) | 20-30% | Hybrid working model | Zurich Switzerland

Thurgauerstrasse 36, Zürich, Switzerland

 Employees work in a hybrid mode

Part-time

Company Description

Welcome to SMG Swiss Marketplace Group!

SMG is a pioneering network of online marketplaces and a leading European digital company that simplifies people's lives with forward-looking products.

We operate leading marketplaces across real estate, automotive, general classifieds, and finance & insurance. We're driven by our values: Better Together, Aim High, and Act Responsibly.

Job Description

Meet the team!

At SMG, our strength lies in our people. Meet some of the team members with whom you could work:

- Mathias Jenny - Head of Research & Innovation - [LinkedIn](#)

Your Mission

You're studying and want hands-on experience in UX Research, especially the part that makes research actually happen? Join our UX Research Team at **SMG Automotive** (AutoScout24 and MotoScout24) and help us run high-quality research at scale.

As an Student UX Researcher, you will be supporting our team of **designers, product managers** and **researchers** in learning and understanding our users' needs, behaviors and emotions. This will give you the opportunity to grow your expertise in the field of UX.

Moreover, your work will contribute to **shaping design** and **product decisions** of the most important vehicle marketplaces in Switzerland and will have a direct impact on millions of people.

What you will do

- Run and continuously improve our **participant recruitment & scheduling** process (screeners, coordination, reminders, incentives).
- Support **qualitative studies** (interviews, user testing): prep scripts, take notes and moderate the sessions.
- Keep our **research repository** clean and useful: document research insights, create project summaries

- Maintain and improve our **research toolkit**: templates, checklists, guidelines, and “how we do research”.
- Support the **research intake process** (triage requests, clarify needs, keep the research calendar up to date).
- Coordinate with external partners/vendors when needed (e.g., recruitment providers).
- Support quantitative research
- Support communication of Insights: **reports, summaries** and **stakeholder communication**.
- Help organise and support **workshops** and insight-sharing sessions (e.g. ideation, journey mapping).

Qualifications

Who you are

- You're currently enrolled in a Bachelor's or Master's program (e.g., Psychology, HCI, Cognitive Science, Human Factors, Business/Behavioral Science, or similar).
- You're **highly organised, reliable**, and you enjoy making complex workstreams run smoothly.
- You care about quality and details (because research ops is where details matter).
- You can **keep your Thursday afternoons free** from other commitments. That's when we have our user testing afternoons.
- You communicate clearly in **English** (our corporate language) and **German**.
- You're comfortable with digital tools (e.g., notion, Miro). Bonus if you've used research tools like Lookback, Caplena, Qualtrics, Zapier, or similar.
- Big plus: statistical analysis skills in R or SPSS.

Additional Information

Why you should join us

- You'll learn how professional UX Research works in a real product environment.
- Your work will directly increase the team's ability to deliver timely, high-quality insights.
- You'll be part of a fun, dynamic and international team that values curiosity, impact, and collaboration.

Your new crew is a highly international and diverse group of fantastic co-workers. We live a **hybrid** work set-up with no fixed office days. You are invited to any of our modern and spacious offices in **Zurich** and **Fribourg**, or stay at your home. Your working hours are also very **flexible** and always up for discussion - so don't worry about your next finals, we'll understand and support you there!

Interested?

We'd love to hear from you. Just send us your CV and a few lines about why you're excited to join.

#LI-Hybrid

About Us

SMG Swiss Marketplace Group is a pioneering network of online marketplaces and a cutting-edge digital company that simplifies people's lives with innovative products.

SMG Swiss Marketplace Group provides customers with the best tools to meet their life decision needs. The portfolio includes Real Estate (ImmoScout24, Homegate, Flatfox, [Immostreet.ch](#), [alle-immobilien.ch](#), [home.ch](#), Publimmo, [Acheter-Louer.ch](#), CASASOFT, IAZI), Automotive (AutoScout24, MotoScout24), General Marketplaces ([anibis.ch](#), [tutti.ch](#), Ricardo) and Finance & Insurance (FinanceScout24, [moneyland.ch](#)).

Disclaimer

SMG Swiss Marketplace Group primarily engages with candidates directly. We do not accept unsolicited resumes or candidate profiles from recruitment agencies unless we have specifically requested their assistance for particular roles. Any submissions made without a prior request from our Talent Acquisition team will not be acknowledged or considered. We appreciate the understanding and cooperation of recruitment agencies in respecting this policy.

Job Location



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