

## Client Service Associate 2019

Fast-paced, communication-intensive role with a clear focus on effectiveness and revenue generation.

### The Company

AlphaSights is a global leader in knowledge search. Our mission is to connect the world's top professionals with the world's best knowledge, helping them improve critical decisions, sharpen their thinking and drive business forward. Investment firms, consultancies, corporations and non-profits rely on AlphaSights to connect them efficiently and intelligently with experts across all industries and regions. AlphaSights is growing fast and, with three new offices opened in the last year alone, offers unrivalled impact opportunity and career progression.

### The Role

As a member of our client service team, you will be acting as the intermediary between our clients on one side, and targeted industry experts on the other. Your role is to focus on our clients' knowledge gaps and define the specialist knowledge required to address them. You then research companies and industries in order to identify and engage leading subject-matter specialists, using sound judgment to qualify their expertise based on the project in question, and connect them with our clients in real-time. Although there is no typical day, there are often many projects running concurrently and our teams have to learn the most efficient way of identifying expertise quickly.

Once you excel at the core delivery requirements of the client service role, you will take on additional responsibilities, including overall project management, client relationship management, and coaching of junior colleagues. You will receive intensive on-and-off-the-desk training along the core dimensions it takes to become a self-sufficient commercial leader, including account management, business development, negotiation, leadership, recruitment, and talent development.

### Your Career at AlphaSights

We believe that the commercial, operational and interpersonal skills that you will pick up along the way will set you up for success in the 21st century workplace. You should expect to develop into a confident, autonomous business principal who can win business, inspire others and marshal resources in a fast-changing environment. Find out more about the AlphaSights career path [here](#).

### What We Look For

This is a position for someone with high emotional intelligence who enjoys connecting with people, is an exemplar of professionalism, and is highly motivated by exceeding targets. Our most successful people embrace a "whatever-it-takes" mantra and relish the opportunity to roll up their sleeves to achieve their goals.

- Career maturity and alignment – clarity about direction, committed to getting there and aware of how AlphaSights fits with your longer term goals
- Commercially driven – desire to develop sales and negotiation skills and seeking reward for commercial success

- Innate personal confidence – able to thrive in an environment that at times can be volatile, uncertain, complex, and ambiguous (VUCA)
- People-oriented, emotionally intelligent team player
- Selfless, can-do attitude and passion for making a tangible impact
- Excellent communication skills – the confidence and poise to initiate conversations with senior executives in diverse markets and functions

**Requirements:**

- 0-1 years' work experience
- Strong academic credentials, including a minimum of 3.3 GPA (or equivalent) and 2:1 honours degree (or equivalent) in any discipline
- Evidenced success in a professional and/or extracurricular field
- Fluency in English is essential. Fluency in an additional Asian language is a plus

Actively recruiting for fluency in the following languages:

Bahasa Indonesia

Chinese (Mandarin)

English

Hindi

Japanese

Korean

Thai

Vietnamese

Apply via:

Hong Kong <https://grnh.se/b1263b201>

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## **Client Service Summer Associate 2019**

What are you looking for in your ideal summer internship? Autonomy, high personal impact, and an introduction to the world of business without pigeonholing yourself into any one industry? A challenging program that will help you develop the commercial and operational skills you need to launch a successful career in business? To gain hands-on experience in a fast-paced business environment and work on live projects from day one? If this resonates with you, read on.

We're a global team of ambitious, mission-driven professionals committed to accelerating progress for our clients and for our people alike. As a Summer Associate, you'll have significant autonomy and responsibility. You'll get intense training to help you excel in your role. And you'll have opportunities to work and spend time with like-minded colleagues right from the get-go.

### **About AlphaSights**

Leading professionals around the world often find themselves in situations where they don't have the knowledge they need to confidently make decisions and move forward. That's when they turn to AlphaSights. Our people bring commercial instincts, business acumen, and a whatever-it-takes mentality to every project to truly understand our clients' unique questions and identify the precise experts who can offer valuable insights. With a better understanding of the world than they had before engaging AlphaSights, our clients accelerate their progress. They harness newfound insights and knowledge to think faster and smarter than the competition, generate ideas, and make extraordinary breakthroughs to drive business forward.

Founded in 2008, AlphaSights currently employs around 500 professionals in eight offices around the globe and regularly ranks as one of the fastest-growing companies in the world.

Learn more at [alphasights.com](http://alphasights.com)

### **The Role**

As a Summer Associate on our client service team, you'll act as the connection point between our clients and industry experts. Your role is to focus on clients' knowledge gaps and identify specialists with the knowledge that can address them. Thinking quickly and critically, you'll conduct surface-level research on companies and industries to identify the precise experts around the globe who can answer our clients' questions. You'll spend considerable time reaching out by phone to experts to assess whether their expertise is a relevant match to the client request you're working on and you'll connect qualified experts to our clients in real time. Working on several client requests at the same time, you'll need to learn effective prioritization to efficiently identify and qualify highly relevant expertise.

This is a fast-paced, communication-intense role with a clear focus on effectiveness and revenue generation. Summer Associates develop skills in negotiation, professional communication, project management, and commercial execution which pave their way to successful careers in commercial and operational leadership.

## **What We Look For**

We're not as concerned about what you've studied because we'll teach you how to be successful in this role, but you should have an interest in working in a business-oriented capacity. You'll need to bring a client-first attitude and be results-oriented, driven, and emotionally intelligent. You'll need to embrace our entrepreneurial, fast-changing, and highly collaborative environment and demonstrate strong interpersonal and leadership skills.

## **Requirements**

- Current Undergraduate Junior (Class of 2020)
- Strong academic credentials in any major
- Evidenced success in a professional and/or extracurricular field
- A natural curiosity and an ambition to expand your horizons
- Fluency in English is essential. Fluency in a relevant Asian language is a plus

Apply via:

Hong Kong <https://grnh.se/b353ad3b1>

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