

Operations Coordinator, Operations Support

Control Risks is a specialist risk consultancy that helps to create secure, compliant and resilient organisations in an age of ever-changing risk. Working across disciplines, technologies and geographies, everything we do is based on our belief that taking risks is essential to our clients' success.

We provide our clients with the insight to focus resources and ensure they are prepared to resolve the issues and crises that occur in any ambitious global organisation.

We go beyond problem-solving and give our clients the insight and intelligence they need to realise opportunities and grow. From the boardroom to the remotest location, we have developed an unparalleled ability to bring order to chaos and reassurance to anxiety.

Our people

Working with our clients our people are given direct responsibility, career development and the opportunity to work collaboratively on fascinating projects in a rewarding and inclusive global environment.

Location

New York

Engagement

Full-time

Department

Operations Support

Manager

Manager, Operations Support

Job purpose

To provide operational support to the business on a regional basis

Tasks and responsibilities

- ▶ Creation of client projects within the required applications
 - ▶ Maintenance of client projects through the project lifecycle
 - ▶ Monitor project budgets to ensure proper billing of all projects
 - ▶ Responsible for tracking all international work in progress to ensure proper and timely billing
 - ▶ Maintain client files
 - ▶ Generate weekly WIP reports for assigned projects
 - ▶ Ensure all projects have relevant signed client documentation
 - ▶ Train new hires on the use of CRM and Microsoft Dynamics where required
 - ▶ Preparation of client invoicing
 - ▶ General communication, coordination and management of subcontractors, including facilitation of invoicing and approvals
 - ▶ Ensuring all subcontractor documentation is maintained and updated
 - ▶ Provide support for other operations coordinators in the region
-

Knowledge and experience

Essential

- ▶ Excellent written and verbal communication skills
- ▶ Excellent working knowledge of Microsoft Office applications
- ▶ Ability to multi-task in a fast-paced, diversified environment
- ▶ Superior organizational skills
- ▶ Excellent interpersonal skills
- ▶ Enthusiastic, motivated, innovative, proactive, willing, flexible and conscientious

Preferred

- ▶ Knowledge of Control Risks' products and services
- ▶ Previous experience managing complex working patterns and operational deployments
- ▶ Basic understanding of budgeting practices

Behaviors

- ▶ Committed, enthusiastic and a "can do" approach
- ▶ Confident, solution-oriented and a positive attitude
- ▶ A high level of integrity, loyalty and discretion
- ▶ Ability to handle significant fluctuations in workload level and intensity
- ▶ Ability to multi-task and prioritize
- ▶ Willingness to learn and develop new skills

All employees are expected to display behaviours reflective of our company values: Integrity and Ethics, Collaboration and Teamwork, Commitment to People and Professionalism and Excellence.

How to apply

If your qualifications, experience and aspirations match our requirements, email a cover letter and resume to Americas.Recruitment@control-risks.com.
