

Associate – Sales Support

Control Risks is a specialist risk consultancy that helps to create secure, compliant and resilient organizations 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 organization.

We go beyond problem-solving and give our clients the insight and intelligence they need to realize 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	Houston (<i>work is primarily remote during the pandemic, but will transition to full-time on-site as conditions improve</i>)
Engagement	Full-time
Department	Markets and Partnerships
Manager	Director, Sales Support
Job purpose	<p>The Associate will support business development and account management as a member of the Markets and Partnerships team in North America (US and Canada), with a specific focus on the South and Midwest geomarket. The Sales Support team assists local market directors, all partners and senior leadership, and all account managers in growing Control Risks' business.</p> <p>The team provides critical information, analysis and support. The team supports the business in achieving objectives by proactively providing information about clients to maintain communication and connectedness, open dialogue, understand developments, and perform tracking and follow up. Team members primarily serve as internal support but some interaction with clients will be required.</p>
Tasks and responsibilities	<ul style="list-style-type: none"> ▶ Liaise with colleagues throughout the business to support the sales cycle from marketing, prospecting, lead generation and qualification to proposal development, sale and contracting, as well as account follow-up and continued business development. ▶ Specific focus on gathering market intelligence to guide business development in line with company and various team objectives ▶ Support local market directors and account management teams in the development and maintenance of client account plans and the prioritization of local client engagement and activity.

- ▶ Provide the business with market research and analysis including strategic trends and longer-term opportunities as well as immediate-term tactical information for direct client engagement.
- ▶ Provide relevant and necessary materials prior to and during client meetings and engagements (e.g., client briefs, background research, news analysis). Record and manage action items as needed.
- ▶ Support administration activity related to sales including appropriate, timely and accurate use of internal systems, tracking and reporting (analysis) of sales in specific markets or industries.
- ▶ Support the business in the use of systems to keep relevant information and documentation orderly, up-to-date, compliant, on record and easily accessible.
- ▶ Facilitate seamless and efficient transactions for client requests by ensuring the necessary information is passed to the relevant team within Control Risks and establishing direct contact between that team and the client. Act as a “sales associate” in a remote client-facing manner, as required.
- ▶ Support initiatives for both global and local marketing campaigns.

Knowledge and experience

Essential

- ▶ Business experience, may include internships
- ▶ Experience with client-facing coordination and communications
- ▶ Experience proving sales support to senior colleagues

Preferred

- ▶ Knowledge of business processes and systems used by professional services firms
- ▶ Working knowledge of account management principles
- ▶ Understanding of or experience in the risk consultancy sector (Post-graduate degree in a relevant field a plus)
- ▶ Use of CRM in marketing automation
- ▶ Experience undertaking and producing client research
- ▶ Expert use of business data analytic tools (Power BI, etc.)

Qualifications and specialist skills

- ▶ Bachelor's degree
- ▶ Expert user of Microsoft suite of business tools (Dynamics 365, Teams, Excel, Word, PowerPoint, Power BI, etc.) Adobe, SharePoint, etc.

Competencies

- ▶ Takes initiative to proactively resolve issues within own remit and recognize when escalation is required.
- ▶ Uses critical thinking and creativity to think outside the box and encourages others to do the same. Delivers on personal objectives to engage in strategic and department plans, focuses on delivery, and strives to exceed expectations. Shows drive and determination to achieve high standards.

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- ▶ Demonstrates global awareness, considers the regional and global implications of what we do in our own areas of responsibility, and identifies and builds relationships across the team, region and globe.
 - ▶ Embraces a changing environment, adapts well to changing demands and ambiguous situations and adapts own behavior accordingly. Understands global and regional initiatives as they pertain to the Control Risks brand and client engagement.
 - ▶ Expresses self clearly and displays sensitivity in developing constructive relationships with others. Shows an understanding of others to support them as appropriate.
 - ▶ Takes direction from multiple sources well. Easily manages multiple projects and deliverables at once, easily moving between supporting various teams and services lines throughout the organization.

Behaviors

All employees are expected to display behaviors 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 covering letter and CV, stating your current salary to:

Americas.Recruitment@controlrisks.com

Control Risks is committed to a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.