

Consultant, Online Solutions

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

New York, NY, Washington, DC, or Houston, TX

Engagement

Permanent, full time

Department

Online Solutions

Manager

Americas Head, Online Solutions

Job Purpose

Control Risks is looking for a highly motivated and experienced Consultant to join our Online Solutions team in the Americas. The successful candidate will be responsible for product support training, new sales, renewals and account management for the organization's risk intelligence subscription service. This role will strengthen existing client relationships, drive revenue, manage service delivery and collaborate with colleagues and partner organizations to best position our Online Solutions with clients.

Tasks and responsibilities

- Manage a portfolio of Online Solutions clients in the Americas region and meet or exceed annual retention and upsell targets for the existing book of business
- Meet or exceed new business targets for Online Solutions to new clients in the region
- Actively manage own pipeline of new business from lead qualification through to close

- Engage clients by actively encouraging utilization of existing services, communicating new enhancements and products, and providing training to users
- Collaborate with and support Control Risks' experts to deepen client relationships and position Online Solutions with their clients
- Act as an Online Champion within the region and as part of the wider global team by helping internal education and promotion of Online Services
- Facilitate client interaction with Control Risks' expert analysts and consultants
- Grow and expand the value of the Online Solutions client base through renewals and up- and cross-selling of other subscription and consulting services
- Contribute to product innovation and the iterative development of Control Risks' Online Solutions by gathering client feedback and playing an active role in the development process
- Contribute actively to the development of the infrastructure and processes to support best-in-class account management
- Develop relationships and collaborate with Control Risks' partner organizations (including International SOS, Oxford Economics and One Voice) to coordinate account management, service delivery and new sales opportunities

Knowledge and experience

Essential

- Strong interpersonal communications and presentation skills
- Strong client-facing skills, with proven business development capabilities/achievements
- Experience selling professional services and/or online research and analysis tools

Preferred

- Experience using and maintaining accurate records in a CRM system
- Understanding of travel, security, cyber and geopolitical risk intelligence and use cases

Qualifications and specialist skills

- Bachelor's degree or equivalent level preferred
- Experience operating within a commercial and team environment
- Excellent communication and organizational skills
- Excellent negotiation skills and commercial acumen

- Ability to communicate complex ideas concisely and articulately
- Proficiency in a range of computer skills and technologies
- Strong analytical skills and ability to think laterally

Competencies

Solutions-focused:

- Constantly seeks innovative ways to improve services we offer to our clients
- Implements plans to ensure revenue objectives are achieved or exceeded; focuses on delivery
- Shows a determination to achieve high standards

Client-centric:

- Uses own and wider knowledge and contributes to others' knowledge to enable and make sound judgments that impact clients and the team
- Provides the best possible service to our clients, ensuring the client is at the heart of everything we do

One firm:

- Builds strong relationships through common goals, individual contribution and support in times of need

Personal effectiveness:

- Operates effectively and with resilience in changing or ambiguous situations, contributes to changing environments, and actively helps those around them to adapt

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 please email a covering letter and C.V. to:

Americas.Recruitment@controlrisks.com

The file name of your resume must contain your name. Please specify the vacancy you are applying for including the location in the subject of the email. Please consider that the interview process will be conducted in English.