



【ベトナム語】 Vietnamese/English Speaking Associate, Client Service

Leverage your Trilingual skills here!

Job Information

Hiring Company

AlphaSights

Job ID

1459869

Division

Client Service Team

Industry

Business Consulting

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Minato-ku

Train Description

Ginza Line, Toranomom Station

Salary

5 million yen ~ Negotiable, based on experience

Salary Commission

Commission paid on top of indicated salary.

Work Hours

Monday to Friday 9:00~18:00, Option to WFH each Friday.

Holidays

15 days of paid leave + 5 days of sick leave from the first year

Refreshed

May 2nd, 2024 07:00

General Requirements

Career Level

Entry Level

Minimum English Level

Fluent (Amount Used: English usage about 50%)

Minimum Japanese Level

Daily Conversation

Other Language

Vietnamese - Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Please attach your resume to apply for this position

About this role

As a Client Service Associate, your work is at the heart of what we do: you'll be the link between our clients and the expert knowledge they seek.

To succeed in this role, you need to be motivated to deliver results for your clients and to achieve commercial goals. This is a communications-intensive frontline role requiring a client-first mindset and the ability to multi-task across parallel workstreams. Throughout a fast-paced workday, you'll work on urgent projects from investors, strategists, and dealmakers at top-tier client organizations. You'll field incoming project briefs, quickly assess your clients' exact knowledge needs (e.g. when due-diligencing an investment opportunity), and then find, outreach, and vet the experts most suited for each project. You will own and manage all aspects of client-to-expert interactions, including scheduling, rescheduling, and follow-up inquiries.

What you will do

- Field incoming client briefs and identify the knowledge gaps they're looking to fill
- Utilize business acumen to identify relevant experts in the industry or topic of interest
- Proactively schedule calls with prospective experts via phone and email (including cold calling)
- Engage experts and vet them against your client's questions
- Propose a shortlist of experts to your client and schedule and manage all client-to-expert interactions
- Deliver excellent service to both clients and experts

What you will get

- More expert, project, and client-facing responsibility than other entry level roles
- Directly measurable commercial impact and significant earnings potential from the get-go
- Learn to confidently transact with senior executives and sophisticated clients at top-tier investment funds, consultancies and Fortune 500 companies
- A unique training curriculum and intense on-the-job training helping you develop highly transferable commercial and managerial skills
- A clear career path for advancement to Manager after 24-30 months, and to Business Unit VP after ~5 years
- An inspiring, high-energy environment with ambitious peers from 60+ nationalities

Required Skills**Requirements**

- Undergraduate degree, no subsequent experience necessary
- Track record of strong academic performance
- 4-year college degree or higher (bachelor's degree or higher) with a GPA of 3.0 or higher or a grades of 2:1 or higher
- Extracurricular achievement throughout school and university
- Internship experience evidencing an interest in business
- Outstanding communication skills
- Fluent in English and Vietnamese, Intermediate level in Japanese (Welcoming JLPT N2 and above holders)

Company Description