

Client Services Coordinator

Location: Manila, Philippines

Start Date: Available immediately or upon agreement

If you are interested in starting a career in a global company, please click [here](#) to submit your application.

About RepRisk

Founded in 1998 and headquartered in Switzerland, RepRisk is a pioneer in ESG data science that leverages the combination of AI and machine learning with human intelligence to systematically analyze public information and identify material ESG risks. RepRisk's flagship product, the RepRisk ESG Risk Platform, is the world's largest and most comprehensive due diligence database on ESG and business conduct risks, with expertise in 20 languages and coverage of 140,000+ public and private companies and 30,000+ infrastructure projects. For more than a decade, the world's leading financial institutions and corporations have trusted RepRisk for due diligence and risk management across their operations, business relationships, and investments. To learn more, please visit www.reprisk.com.

Job Description

The Client Services Coordinator is a full-time position and plays a crucial role in providing product and service-related support to our clients. Clients come from different industries and functions, such as banking, insurance, investment management, non-financial multinationals.

The ideal candidate enjoys resolving any product and service-related problem, represents RepRisk as a premium data provider and maintains RepRisk's excellent standard in Client Services.

The Client Services Coordinator is part of our international Client Services team and reports to the Client Services Technical Lead in Manila.

Her or his primary responsibilities are as follows:

- Preparing and sending out accurate and timely invoices
- Maintaining access to clients' procurement portals
- Maintaining contract records and ensuring that Salesforce and Sage are aligned
- Partnering with Finance to monitor payments and outstanding invoices
- Recommend best practices, process improvements, and streamlining initiatives

- Respond to invoice queries in the Support mailbox from internal and external stakeholders
- Work and function as a team player in a cross-cultural team with your colleagues based in Europe, Asia and North America
- Support client on-boarding processes
- Deal with incoming client requests during Manila office hours and perform essential account management tasks
- Independently execute the production and delivery of standard RepRisk products for clients (e.g. reports, data exports) and other client-related administrative tasks
- Cooperate with other internal stakeholders (e.g. the Sales, Management, IT, Products, Operations) to solve client-related queries, as well as to develop and execute internal projects

Candidate Profile

You are people-oriented and results-driven person. You maintain a pragmatic outlook without compromising quality. As a self-starter you have demonstrated presence and energy in past positions or projects. You set high personal standards for performance, deliver on agreements, and bring tasks to a successful conclusion. Getting up and running quickly in different areas of business and working and communicating across cultures should be among your established skills. The position requires strong self-management skills and the ability to manage expectations even when under pressure.

You are interested in sustainability, responsible investment, governance and compliance topics and drive to achieve something meaningful.

Education and Experience

- A Bachelor's Degree of a respected university or college
- 2-3 years experience in client-oriented positions, preferably in the financial industry
- Experience with CRM software, preferably Salesforce
- Data-driven and innovation minded with high analytical and advanced Excel and PowerPoint skills.
- You are comfortable working both in a team and independently, in an international and dynamic environment.
- Fluent in English, written and spoken.



If you are interested in applying for this position, please click [here](#) to submit your application.

Please note that at this time we will only consider candidates with a valid work permit for the location you are applying for.