



Client Service Advisor, Leadership Solutions



The Company

Knightsbridge works with organizations to help them seamlessly execute their strategy through people. Teams of experienced specialists in Leadership & Talent Development, Executive Search & Recruitment, Career Development & Transition, and Workforce Management provide integrated solutions to deliver on your human capital needs. Knightsbridge has the people and services you need when you need stronger people.

Knightsbridge is Canada's fastest growing human capital company, with 26 offices and 250 employees across Canada, the U.S and the U.K., including Toronto, Montreal, Ottawa, Calgary, Vancouver, as well as Halifax, Moncton, and St. John's through our strategic alliance with Knightsbridge Robertson Surrette. We serve our clients globally through strategic alliances with Lee Hecht Harrison for career transition services and Amrop for global executive search.

Our Vision

We will be seen as reshaping the way the market unlocks its human and organizational potential.

Our Mission

Great organizations are built by great people... we move people and organizations to greatness!

Opportunity

The Client Service Advisor provides project coordination and administrative support within our Leadership Solutions practice area. As part of an integrated team, this role will be primarily focused on supporting Assessment and Coaching related projects.

Committed to providing clients with a superior level of service, this role requires exceptional interpersonal and communication skills (oral and written), organization, attention to detail, a positive attitude, responsiveness, a team player, initiative and a curiosity to learn and grow.

Key Accountabilities

- ◆ Provides project coordination and administrative support (i.e., sets project plans, liaises with clients and project delivery consultants, tracks project progress, completes reporting, oversees logistics etc.) for Assessment, Coaching and Multi-Capability projects; also works in close collaboration and provides support to consultants in effectively pricing and timely invoicing of projects.
- ◆ Develops and delivers client services (i.e., develops draft reports based on interviews and meetings, prepares communication materials, minutes from client meetings, and any follow-up required)
- ◆ Prepares materials and ensures proper delivery and set-up of materials and facilities for all leadership development programs.
- ◆ Offers a high standard of customer service and professionalism through frequent interactions with clients (responding to incoming requests/inquiries, coordinating meetings, conducting follow-ups, sending/receiving messages).
- ◆ Supports the development of professional materials and documents (i.e., proposals, client presentations, workshop materials, project reports and letters of engagement).
- ◆ Liaises with other Knightsbridge offices and practice areas to support the Leadership Solutions team in understanding and applying Knightsbridge processes, and confirms or establishes routines and guidelines associated with the Assessment and Coaching capabilities.

- ◆ Organizes and maintains confidential files, proofs confidential reports and stores records and other sources of relevant information.
- ◆ Frequently uses various software programs such as Microsoft Office (Outlook, Word, Excel, PowerPoint) and related applications and tools (i.e., survey and assessment instrument software).
- ◆ Assists with marketing events (i.e., planning and organizing of marketing events, manages contacts database, invitations and follow-up activities).
- ◆ Manages email, electronic calendars, databases, and appointment bookings.
- ◆ Supports a variety of other related administrative duties as required (i.e., ordering supplies).

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

Customer Focus & Service Excellence: Seeks first-hand information from customers and uses professional judgment and personal knowledge of Knightsbridge services to go beyond customers' expressed needs; Maintains own and others' attention to internal and external customers' needs; Takes personal responsibility for continuously raising the standard of customer service.

Project Coordination: Takes a disciplined and well organized approach to project coordination (i.e., setting project plans, coordinating reports, tracking progress), showing persistence and urgency in taking the necessary steps to streamline processes and overcome obstacles; Creates, proof-reads and edits written materials; Balances expediency with appropriate attention to detail while maintaining the integrity of defined processes/protocols.

Communication & Interpersonal skills: Demonstrates superior written and verbal communication skills, composure and confidence; Comfortable during interactions with senior level clients and staff with an ability to assert and negotiate with a broad range of people; Takes a positive and energetic approach and recognizes different stakeholder needs and expectations; Exchanges confidential information and applies discretion and sound judgment to maintain confidentiality.

Initiative: Organizes resources and thinks ahead on projects to anticipate future needs and/or potential challenges that may arise; Sees the 'big picture' and makes recommendations on creating and implementing new processes.

Team Work & Cooperation: Demonstrates a positive attitude and an adaptable and collaborative style; Takes actions that respect the needs and contributions of others and works effectively in teams to accomplish organizational goals; Embraces change and is open and flexible to new ideas and approaches.

Decision Making: Exercises sound judgement and assumes responsibility for decisions, actions, consequences and results that have an impact on people, resources and/or quality of service within the practice area; Can make decisions with a sense of urgency.

Technical Knowledge: Demonstrates a high level of proficiency in Microsoft Office (Outlook, Word, Excel, PowerPoint) and other relevant software applications (ie.Netsuite); Ability to gather data, compile information, prepare reports, maintain databases and coordinate records.

Education

- ◆ Post secondary education, preference for a social sciences background

Experience

- ◆ Minimum of 5-7 years of relevant experience, preference for consulting/professional services experience

Location

- ◆ Toronto, ON (Downtown)

Application for consideration

Please send your resume and covering letter outlining your interest in this role to:
internalopportunities@knightsbridge.ca