**CLIENT CONSULTANT (Danish Speaker)**

**ISS-Ethix – Stockholm**

**ABOUT ISS-Ethix**

Established in 1999 and acquired by Institutional Shareholder Services Inc., ISS in 2015, ISS-Ethix works closely with investors to align responsible investment policies and practices with shareholder interest. ISS-Ethix offers expertise across a full range of environmental, social and governance issues, having worked with leading asset owners and asset managers over the past 15 years to design tailored solutions and develop products.

ISS is the world’s leading provider of corporate governance and responsible investment solutions for asset owners, asset managers, hedge funds, and asset service providers. ISS’ solutions include: objective governance research and recommendations; ESG and SRI data, analytics, and research; end-to-end proxy voting and distribution solutions; turnkey securities class-action claims management; and reliable global governance data and modeling tools. For more information, please visit [www.issgovernance.com](http://www.issgovernance.com).

**POSITION OVERVIEW**

ISS-Ethix is expanding and is looking for a new member to its Client Service function, located in the Stockholm office. You will be part of a team that is the hub for our day-to-day interaction with clients and with a high level of interaction with the ISS-Sales team. The team operates as a functional unit that focuses on ensuring that client service–related activities are carried out with exceptional quality.

To succeed in this role, you need to have a genuine interest in area of Sustainable and Responsible investments, including all aspects of Environmental, Social and Governance (ESG) research and topics. You are dedicated and thrive in a role where you provide world class client service, sales support and administration. The role requires high level of professional skills, excellent communication skills, as well as a flexible and solutions-oriented attitude.

You will have the opportunity of embarking on a journey together with ISS-Ethix as we move along our integration process within ISS in a time where we focus heavily on product development and sales.

**MAIN RESPONSIBILITIES**

* Monitor and ensure client satisfaction
* Own and manage client inquiry and issue resolution process, utilizing SalesForce.com and other internal tools
* Identify accounts at risk and create plans to ensure revenue and client retention
* Conduct calls/on-site visits with clients (health checks, training, relationship planning and review)
* Identify and communicate up-sell opportunities to sales team
* Provide subject matter expertise for the full ISS-Ethix product suite (governance and ESG)
* Perform testing of new product features
* Encourage and facilitate meetings between clients and research analysts
* Assess client reporting needs and coordinate report delivery
* Communicate market requirements to ISS business leaders
* Take active ownership of operational support for clients Proactively communicate and educate clients on key governance matters

**QUALIFICATIONS**

* Fluency in Danish and English
* Bachelor’s degree required, MBA or masters a plus
* 2-5 years’ experience in a client service or operations position, ideally in SRI-market or corporate governance industries

**REQUIRED SKILLS**

* Proactive attitude, innovative, motivated, client-oriented and commercially-aware thinker with strong attention to detail
* Demonstrated project management skill – define scope, resources and time lines and manage to deliverables
* Excellent organizational and verbal skills
* Encourage and facilitate meetings between clients and research analysts
* Proficiency in Microsoft Office product suite
* A team player able to effectively manage the expectations of a diverse and demanding client base
* Excellent multi-tasking and prioritization skill; ability to effectively manage multiple tasks and projects simultaneously
* Absolute personal and business integrity

Applicants should email a cover letter along with a CV in English to [EMEA\_Recruitment@issgovernance.com](mailto:EMEA_Recruitment@issgovernance.com) using the reference “Client Consultant – Stockholm” in the email subject.

Please note that due to the great number of applications we receive, we can only respond to selected candidates.

To all recruitment agencies: ISS does not accept unsolicited CVs/Resumes. Please do not forward CVs/Resumes to any ISS employee, location or website. ISS is not responsible for any fees related to unsolicited CVs/Resumes.