

About Oliver Wyman

Oliver Wyman is a global leader in management consulting. With offices in 50+ cities across 26 countries, Oliver Wyman combines deep industry knowledge with specialized expertise in strategy, operations, risk management, and organization transformation. Our 4700+ professionals help clients optimize their business, improve their operations and risk profile, and accelerate their organizational performance to seize the most attractive opportunities. Oliver Wyman's thought leadership is evident in our agenda-setting books, white papers, research reports, and articles in the business press. Our clients are the CEOs and executive teams of the top Global 1000 companies.

www.oliverwyman.com

About Celent

Celent is an advisory services firm focused on the application of information technology within the global financial services industry. We are a subsidiary of Oliver Wyman, a global management consultancy.

Our clients recognize that we provide:

- Highly verticalized views of the areas we cover. Our primary practices include Banking, Insurance, Securities & Investments, Risk, and Wealth Management.
- A global perspective. We have a presence in 17 countries, and main offices in the US, the UK, and Japan.
- A collegial, easy-to-engage team. All analyst firms provide strong opinions. But we deliver ours in a confident, low-key manner that makes our insights (and our analysts) accessible.

www.celent.com

Job specification

Job title:	Sales Support
Department:	Celent
Office/region:	Tokyo
Reports to:	Eiichiro Yanagawa
Hours:	9:00 – 18:00 (8 hours with 1 hour lunch break)

Job overview:

We are looking for an exceptional individual to join in a key Sales Support role, within Celent. This is a highly demanding position in a fast-paced, professional services environment, in which the successful candidate contributes toward the bridge between Account Executives and Customers.

Key Responsibilities:

1. Customer service
 - Receive inquiries from Celent Report Subscribers (customers), potential customers, or media via call, email, celent.com, and then report to account executives about them

- Respond to analyst access from customers: Request an appropriate analyst to respond to the inquiry, set up a conference call, and notify the customer about it
 - Send report agenda to customers by email every 3 months
2. Account management, contract drafting, and office functions
- Customer account management by Celent.com: Customer ID management
 - Account management by SFDC: Account information management
 - Paper management after drawing up customer contracts
 - Billing process management.
3. Sales support
- Preparation of Japanese version of sales materials: report agenda
 - Create mass mail for marketing in Japanese and send them.

Experience required:

- Bachelor's Degree, Diploma or equivalent work experience
- 2+ years' work experience in a Customer Service role
- Work Experience as a partner secretary/executive assistant at consulting firms or IT companies

Skills and Attributes:

- Attention to detail and high level of accuracy
- Ability to juggle multiple tasks, organize, prioritize and manage own time effectively to meet deadlines
- Excellent Communication Skills
- A team player able to function independently, but collaboratively, in a fast-paced environment

Technical skills:

- Microsoft Word, Excel, PowerPoint, Outlook

How to apply:

If you would like to apply for this position, please send CV and cover letter to: nbockh@celent.com and EYanagawa@celent.com

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