

Customer Engagement Specialist



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Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 08, 2024

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Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Assent is the supply chain sustainability management solution for the world's most responsible, sustainability-focused complex manufacturers. The #1 business risk for complex manufacturers is hidden. Most supply chains were never built with sustainability in mind, and most manufacturers do not have deep visibility into their supply chain risks while outsourcing the majority of their production. Shaped by regulatory experts, customers and suppliers, Assent is the foundation manufacturers need for cross-enterprise sustainability. At Assent, your work will help bring transparency, sustainability, and fairness to the global community.

We're one of the fastest-growing technology companies - from \$5 million to \$50 million ARR in under five years! As the global leader in supply chain sustainability management, we provide transparency into the supply chains of some of the world's largest and most successful companies, including 75 percent of Fortune 500 companies. In our most recent funding round, we raised \$350 Million USD in funding led by Vista Equity Partners. This funding will allow us to continue to scale with purpose, and add exceptional talent to our already remarkable team. Assent is the first North American software company to achieve both B Corporation Certification and Advanced Status with United Nations Global Compact. This reflects our deep commitment to embed sustainability not only across our organization, but as part of how we drive positive impacts for our communities and the customers we serve.

Join our [Talent Community](#) to stay in touch and learn more!

Job Description

The Customer Engagement Specialist will support in working with our strategic clients and their suppliers. This will include helping to create/update the strategic supplier program and the supplier-client program, then maintaining a relationship with these clients through calls and emails.

Key Requirements and Responsibilities

- Support the creation and ongoing updates to the Strategic Supplier program/Supplier-Client Program
- Build strategic relationships with high priority clients by being a valuable resource to help them respond to their compliance requests;
- Direct point of contact for assigned strategic clients that you will provide multi channel support through regular touchpoints, conference calls, phone support, and emails;
- Understand our strategic clients business complexity in order to provide proactive "red carpet" support, including but not limited to:
 - Navigating business units
 - Finding the right person who handles complex requests
 - Navigating the challenge they are facing today to respond to these request
 - Training the suppliers on personalized walkthroughs of SuPo
 - Educating suppliers on new regulations that they will be responsible for
- Collaborate with the sales department to strategize on clients who are interested in learning more about the Assent solution;
- Act as a Peer Partner to Supplier Engagement Analysts to support best practices when dealing with high priority suppliers;
- Validate and ensure Quality Assurance for compliance data provided by our suppliers;
- Keep up to date with new regulations and changes in Assent's products to efficiently support suppliers accordingly;
- Be familiar with corporate security policies and follow the guidance set out by processes and procedures of Assent Compliance.

Qualifications

- Excellent verbal and written communication skills, primarily in English, however proficiency in additional languages is required for certain supplier groups;
- 1-3 years related work experience (eg. business development, reporting, research & data, customer success);
- Excellent ability to manage time effectively and juggle multiple priorities at one time;
- Advanced computer proficiency using MS Office Suite and Google Applications, able to leverage all functions proactively to effectively and efficiently;
- Self-starter, excellent time management skills and the ability to adhere to assigned deadlines;
- Solutions-first attitude, self-motivated to proactively engage with our suppliers through multiple channels;
- Builds productive and stable working relationships internally and externally in the interest of supporting our suppliers needs;
- Possess intermediate to advanced regulatory knowledge in order to consult with suppliers in providing requested information;
- You are highly adaptable, flexible and thrive in a fast-paced, dynamic business environment;
- You are naturally curious about technology or how things work;
- You are diligent and detail-oriented- you pay high attention to detail and you double-check everything;
- You have grit- you are conscientious, will always work towards providing solutions over excuses and are dedicated to achieving excellence and driving results;
- You consider yourself a lifelong learner - you have an insatiable thirst for knowledge, are always striving to self-improve, and are coachable;

Additional Information

At Assent, we are uniquely positioned to make meaningful, impactful changes in the world around us. If you believe in doing work that matters, we want you to join our team.

Life at Assent

- Wellness: We believe that you and your family's well being is important. As a result, we offer vacation time that increases with tenure, comprehensive benefits packages (details vary by country), life leave days and more.
- Financial Benefits: It's not all about the money – well, it's a little about the money. We understand that financial health is important and we offer a competitive base salary, a corporate bonus program, retirement savings options and more.
- Life at Assent: There is purpose beyond your work. We provide our team members with volunteer days, flexible work options and opportunities to get involved in corporate giving initiatives.
- Lifelong Learning: At Assent, curiosity is not only valued but encouraged. You will receive professional development days that are available to you the day you start.
- Work The Way That Works for You: Your work and life should be balanced in a way that is purposeful for you. We offer flexible working environments for our team. Choose a space that meets your unique needs.

At Assent, we are committed to growing and sustaining an environment where our team members feel included, valued, and heard. Our diversity and equal opportunity practices are guided and championed by our Diversity and Inclusion Working Group and our Employee Resource Groups (ERGs).

Our commitment to diversity, equity and inclusion includes recruiting and retaining team members from diverse backgrounds and experiences, and fostering a culture of belonging where all team members are included, treated with dignity and respect, promoted on their merits, and placed in positions to contribute to business success.

If you require assistance or accommodation throughout any part of the interview and selection process, please contact talent@assent.com and we will be happy to help.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
