EXPAND
A BCG COMPANY

Job Description – Account Manager, ESG Practice

About us

Expand Research celebrated its 21st anniversary in 2022 and has been a wholly-owned subsidiary of BCG for over 10 years. Expand provides peer benchmarking and research to the world's leading financial institutions – across banking, capital markets, private equity, asset & wealth management segments, and more recently ESG by leading the benchmarking efforts for the ESG Data Convergence Initiative. Our capabilities focus heavily on measuring firms' performance from a technology, operations, and human capital perspective looking at investment and outcome metrics and KPIs. Clients use our research and syndicated benchmarks to inform product and strategic roadmaps, investment decisions, staffing and product strategy, and facilitate their budgeting process. The Expand team services clients out of London, New York, and Singapore.

Our enthusiastic and committed team has a friendly, diverse small company feel with regular social events (including virtual ones!) and a highly collaborative, professional, supportive and entrepreneurial working culture.

Job description

Expand is seeking a candidate based in New York to join our Environmental, Social, and Governance (ESG) practice area business development team primarily to support Private Equity client activity. The candidate will be facilitating business development related client communications for the ESG Data Convergence Initiative worldwide. The Account Manager will be in a client-facing role and drive the relationship management process, supporting over 200 client relationships in the process. A successful candidate will have experience managing multiple client relationships simultaneously.

Sales responsibilities:

- Manage daily communications and inquiries with General Partners and Limited Partners, setting client meetings, driving webinars, and potentially attending conferences
- Driving the contractual cycle from initiating paperwork, following up, working alongside legal, and controlling access to our analytics for the clients and end-users
- Monitoring the EDCI inbox, responding to client inquiries, coordinating client feedback, and driving client engagement
- Managing a CRM database of client contacts
- Drafting and sending a bi-weekly newsletter

Collaboration responsibilities:

- Collaborate with Expand and BCG colleagues to help service client benchmarking needs
- Collaborate with Marketing resources re: best positioning and promotion opportunities for practice area/segment
- Working actively across procurement, legal, and IT departments
- Collect and provide feedback to Sales Management, local SME/Partner, and Expand Delivery team based in UK regarding the service offerings and how they meet/match client needs

You will work day-to-day with the Director of Business Development and will report up into the US regional Partner's team. In addition, you will have daily interaction with the ESG practice area based in the US and London, and support clients across the US, Canada, and Europe.

Job requirements

- 3-5 years of experience in junior sales or account management role(s)
- Working knowledge of information and research products
- Demonstrated and active interest in ESG topics

- Entrepreneurial mind-set with an interest in and aptitude for understanding key industry and technology trends and client needs, and driving solutions
- Demonstrable track record of meeting and exceeding goals
- Excellent verbal communication skills
- Meticulous attention to detail
- MS Office skills (Excel, PowerPoint, Word, Outlook)
- Salesforce familiarity a plus
- Bachelor's Degree
- Minimal travel may be required (North America and Europe)

Apply now

Please email your CV to careers@expandresearch.com quoting reference AMESG.

Please also include your desired salary and confirmation that you are permitted to work in the US, along with your notice period/available start date.

By submitting your personal information, which could include a job application, you give Expand and BCG permission to process, screen and store it for the purposes of the recruitment process. We may share this personal information with a third party IT provider which hosts our recruitment platform and with third party assessment providers who assesses your qualifications as part of the recruitment process. Your personal information will not be shared with any other parties except as set out herein. For additional information, please review our privacy policy which we will update from time to time. You give Expand and BCG permission to retain your application and contact details to verify whether you have previously applied and so that we may notify you of further opportunities.

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