



Job Title: Client Director
Location City: Gurgaon/Bangalore
Industry: Research and Advisory Services
Company: Everest Group

Company Description

Everest Group is an advisor to business leaders on global services with a worldwide reputation for helping Global 1000 firms dramatically improve their performance by optimizing their back- and middle-office business services. With a fact-based approach driving outcomes, Everest Group counsels organizations with complex challenges related to the use and delivery of global services in their pursuits to balance short-term needs with long-term goals. Through its practical consulting, original research and industry resource services, Everest Group helps clients maximize value from internal transformations, shared services, outsourcing and blended model strategies. Established in 1991, Everest Group serves users of global services, providers of services, country organizations and private equity firms, in six continents across all industry categories. For more information, please visit www.everestgrp.com

Job Overview

The client director is responsible for the development and execution of the strategic management plan for growing our account base and managing current key accounts. This is an individual contributor role that includes client acquisition, retention, sales process execution, account management, business development, and revenue attainment.

Responsibilities

Revenue Attainment:

- The client director will be responsible for attaining revenue and activity goals as set by the organization by:
 - o Independently owning end-to-end sales cycle for standard Everest Group subscription offerings
 - o Generate leads by identifying custom client needs, working collaboratively with practice leaders to develop custom research / advisory solutions, and taking them to closure

Account management and development:

- The client director will play a key role within the account development program by:
 - o Proactively leading the acquisition of new target accounts, along with retention and growth of existing accounts.
 - o Consistent activity required to develop new contacts and relationships
 - o Developing and executing key account plans.
 - o Developing and deepening senior executive relationships within the portfolio of accounts
 - o Functioning as the first point of contact for a portfolio of target accounts, and orchestrating internal and external resources throughout the customer lifecycle
 - o Collaborate with Marketing and other functional groups on an organization-wide account management plan and oversee its execution
 - o Weekly reporting on activity and progress

Sales Management:

- The client director will display robust sales management skills on a day-to-day basis by:
 - o Ensuring disciplined documentation at all stages of the sales cycle
 - o Working in collaboration with associated stakeholders such as India business leader, service line leaders and finance for timely and accurate planning, documentation, invoicing, etc.
 - o Engage effectively with firm leadership in strategic planning sessions

Experience, Education, and Skillset

- We are seeking a high caliber individual to maintain our exceptional standards. This person should have:
 - o 8 to 12 years of overall experience in the professional services/research and advisory industry
 - o Proven track record of proactive opportunity generation for custom advisory solutions, over and above standard product subscription sales
 - o Proven track record of successfully expanding relationships within strategic accounts
 - o Experience in the global services industry (ITeS) is desirable
 - o Prior selling experience to GSIs or Shared Services/ Captives/ Global Inhouse Centers (GICs) would be preferred.

- We believe that to be successful in this role, the incumbent should possess the following skills and behavioural traits:
 - o Demonstrate ability to think strategically, prioritize successfully, and develop long-term trusted relationships
 - o Be able to engage senior executives with appropriate gravitas and industry context
 - o Should be highly relationship oriented, yet have strong negotiation skills and be assertive when required
 - o Be able to operate successfully in a fast-growing, highly fluid environment in a highly disciplined and collaborative manner
 - o The candidate must be a fast learner

Everest Group is an equal opportunity employer. We have a culture of inclusion, and we provide equal opportunities for all applicants and employees, including those with disabilities. We are committed to providing an environment that is free of all discrimination and harassment and to treating all individuals with respect.