

JOB POSTING TEMPLATE

Date:	<u>18th November 2021</u>	Function:	<u>Client Experience</u>
Job title:	<u>Intermediate Analyst, Client Experience Initiatives</u>	Manager title:	<u>Manager, Client Experience Initiatives</u>

Job purpose

This role will perform as the project coordinator to administer all types of projects, from simple activities to more complex plans within Client Experience Initiatives team.

The responsibilities of this role include:

- Working closely with project manager to prepare comprehensive action plans, including resources, timeframes and budgets for projects.
- Performing various coordinating tasks, scheduling and risk management, along with administrative duties, such as maintaining project documentation and handling financial queries.
- Collaborating with stakeholders and internal teams to deliver results on deadlines.
- Ensuring that all projects are completed on time, within budget and meet high quality standards.

Major accountabilities

<ul style="list-style-type: none"> • Coordinate project management activities, resources, data and insights where relevant and as projects evolve. • Breakdown objectives into detail actions accordingly to set timelines following the Objectives and Key Results (OKRs) concept. • Liaise with stakeholders to identify and define requirements, scope and objectives. • Coordinate tasks with internal and external teams where relevant and assist with schedule management where required. 	35%
<ul style="list-style-type: none"> • Participate in project procurement management • Monitor project progress and handle any issues that arise immediately and shall arise in the foreseeable future. • Act as the point of contact and communicate project status to all participants and upper management • Work with the Project Manager to eliminate blockers • Use industry recognized tools to monitor plans and expenditures 	20%
<ul style="list-style-type: none"> • Prepare appropriate legal paperwork (e.g. contracts and terms of agreement) where required • Create and maintain comprehensive project documentation, plans and reports • Ensure standards and requirements are met through conducting quality assurance tests 	15%
<ul style="list-style-type: none"> • Help prepare and plan for budgets • Analyze risks and opportunities while conducting deep research as per requested by upper management 	20%
<ul style="list-style-type: none"> • Other task as required by direct report 	10%

Specialized knowledge

- Hands-on experience with project management tools (e.g. Basecamp or Trello)
- PMP / PRINCE2 certification is a plus
- Familiar with Growth Hacking concept and its application is a plus
- Ability to map customer journey mapping, draw wireframe and data flow

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Problem solving

- Familiar with risk management and quality assurance control.
- Hands-on experience with project management and data analytic tools for insights gathering.
- From internal and external sourced data, provide findings and solutions where necessary.

Education and experience

- BSc in Business Administration or related field with 1-4 years of working experience
- Computer skill across Microsoft Office Suite, especially Excel.
- Fluent English in both written and communication with IELTSs 7 and above or with similar qualification.
- Strong communication skills especially during high pressure events.
- Strong working knowledge of Microsoft Project and Microsoft Planner or similar tools
- Proven work experience as a Project Coordinator or similar role for a minimum of 3 years.
- Exceptionally strong at conducting deep researching via various channels
- Experience in project management, from conception to delivery
- Ability to prepare and interpret flowcharts, schedules, and step-by-step action plans

Communication scope

- Solid organizational skills, including multitasking and time-management
- Strong client-facing and teamwork skills across functions within the company
- Ability to negotiate is a plus

Management scope

Total number of direct reports: 0

Total number of staff managed (direct and indirect): 0