

"Company Description Assent is the supply chain sustainability management solution for the worlds most responsible sustainabilityfocused 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 crossenterprise sustainability At Assent your work will help bring transparency sustainability and fairness to the global community Were one of the fastestgrowing technology companies from 5 million to 50 million ARR in under five years As the global leader in supply chain data management we provide transparency into the supply chains of some of the worlds 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

Job Description The Associate Consultant Professional Services will report to the Manager Program Success and will have a wide range of duties all of which are in the spirit of ensuring program success through the successful management of compliance programs as part of Assents Professional Services department The Associate Consultant Professional Services will play an integral role in delivering our services to customers on their purchased programs working with our customers to define and execute on their project plans from start to finish The ideal Associate Consultant is eager to learn with high motivation is highly organized with impeccable attention to detail and excellent interpersonal skills Consulting with assigned clients to develop project plans at the onset of each compliance program with a focus on our standard client accounts midmarket enterprise strategic clients under 100k ARR Defining compliance programs from start to finish working with Program Support Analysts to execute on tasks required to achieve client milestones Acting as a project manager for the execution of the client projects including but not limited to Planning and executing campaigns to collect compliance data from supply chain third party clients Aligns solutions to address customers specific challenges optimizing business value and increasing product adoption Engage with clients to consult and engage them on defining project

outcomes developing strategy and sharing best practicesCoordinate tasks with Supplier Success Data Support and other Professional Services groups as necessary reviewing work for quality controlCheck in on an ongoing basis with the appropriate Customer Success AssociateManager regarding client accounts keeping them informed when contract issues or customer health puzzles ariseConduct program reviews to have a deep understanding of the needs status gaps and next steps to ensure all client tasks are proactively anticipated and supported Analyze program results and supply chain responsiveness to identify additional program strategies and opportunities for improvement with the Program Support AnalystsPossess beginner to intermediate regulatory knowledge in order to consult with clients in program directionUse Assents internal resources including our software to proactively respond to a variety of client queries both over the phone and electronicallyKeep informed and uptodate with Product releases and regulatory updates in order to best support Assents clientsServe as a friendly and professional frontline contact with Assents clientsBe familiar with corporate security policies and follow the guidance set out by processes and procedures of AssentQualificationsWe strongly value your talent energy and passion It will also be valuable to Assent if you have the following qualificationsExcellent oral and written communication skills in English you communicate clearly concisely and with tact additional languages are considered an assetA University College andor Post Graduate Certificate in a related area of study or equal working experienceMinimum of 23 years related work experience in customer success project management andor consulting roles or an equivalenttransferrable fieldWorking knowledge of consultative customer management andor project management roles Experience working in a technologySaaS andor a Professional Services organization would be considered an assetSolid interpersonal skills you are able to build stable relationships in a collaborative environment with a diverse group of stakeholders internally and externallySolid Microsoft Excel skills you know how to harness the power of pivot tables and lookup functions for data management and analysisExcellent time management and organizational skills ability to effectively prioritize and execute on several asks for many different client accounts and internal stakeholdersYou have an insatiable thirst for knowledge you are motivated to learn and keep yourself uptodate with

regards to changing regulations You possess maturity poise and professionalism You are emotionally intelligent you are self-aware can see things from various points of view and self-regulate You are intellectually curious with excellent problem-solving skills You anticipate, understand and respond to the needs of others and are proactive about communicating You are a strong team player, are always willing to lend a helping hand and are motivated to contribute your expertise to a diverse pool of resources to support business goals You are a critical thinker and can suggest, implement and support efficient and effective operations You have grit you are conscientious will always work towards providing solutions over excuses and are dedicated to achieving excellence and driving results You are open to feedback, coachable and always striving to self-improve You are proficient in the use of MS Office Suite and Google Applications and other Office Productivity tools

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 successIf you require assistance or accommodation throughout any part of the interview and selection process please contact talentassentcom and we will be happy to help"