BlackRock

Sales & Relationship Management

Positions available in all regions: Americas, Europe, and Asia Pacific

Together, we help more and more people experience financial wellbeing.

In particular, BlackRock's relationship managers are the single point of contact and the "face" of BlackRock to our clients. They partner closely with sales and product management teams who commercialize our products and services to meet individual client needs.

What business divisions sit within Sales & Relationship Management?

- **Aladdin Client Services**

  Takes on the hardest, most sophisticated problems in FinTech. We utilize our in-depth understanding of Aladdin, our clients' businesses, and the investment management process to deliver outstanding client service to our rapidly growing, global client base.

- **Product Management**

  Helps develop and deliver sophisticated investment products and solutions. We serve a diverse base of institutional and retail clients, including pension plans, insurance companies, consultants, endowments, foundations, charities, corporations, official institutions, banks, and individual investors.

- **Sales & Relationship Management**

  Builds and maintains client relationships, works closely with professionals across BlackRock to provide outstanding service, and is responsible for the strategy and distribution of BlackRock's platform

Aladdin Client Services

Positions are available in: Americas, Europe, and Asia Pacific

Every day, the Aladdin Client Services team tackles the hardest, most sophisticated problems in FinTech. We utilize our in-depth understanding of Aladdin, our clients' businesses, and the investment management process to provide world-class service to our rapidly-growing, global client base. We all studied different things and bring diverse skills and experiences to the table, but we share a serious passion for solving tough problems and keeping our clients happy.

Our team is known for:

- Being product experts with a reputation for getting the job done.
- As a team of 170+ strong globally, we…
  - Deliver exceptional client service to users, every time
  - Solve difficult problems by providing innovative solutions
  - Collaborate with others because we know we can do more together
  - Learn every day, question everything, and embrace change
  - Foster a fun, innovative team atmosphere

At a glance:

Aladdin is BlackRock's end-to-end investment platform. Just like the markets and users it services, it is sophisticated and constantly evolving:

- Home to over $17 trillion in assets under management
- Over 300 unique clients
- A rapidly growing client base that includes close to 30,000 users
- Presence in over 50 countries
- Over 1,500 engineers dedicated to developing Aladdin

The clients you will work with include some of the world's most sophisticated asset managers, insurance companies, banks, treasuries, pension funds, and sovereign wealth funds.

What will you do as an analyst?

- Answer questions and help our clients run their businesses on Aladdin: You will take phone calls, emails, and chats from industry practitioners at respected investment institutions. You will solve problems that matter, making direct and measurable difference to our clients. In the process, you will build technical, industry, and relationship skills.
- Use technology to solve problems: We will teach you the skills you need to succeed, such as maneuvering relational databases and parsing product logs. After just your first few weeks on the desk, you will be using these skills to help clients and product teams make Aladdin better.
- Educate users, demonstrate service insights, and relay user experience feedback to improve the client experience and our product: We believe that the best client service is proactive, not reactive. We are students of our own data and engage with our clients to keep problems from arising, rather than only dealing with issues that are brought to our attention.
- Work on a global team, with a local presence: Our support model follows the sun – if a market is open somewhere in the world, so are we! You will get to work with teams across the world, while still engaging with a vibrant local team.

Aladdin Client Services

What capabilities are we looking for?

- Analytical approach
- Basic or intermediate coding and programming skills
- Client Service
- Critical thinking
- Multitasking

Your learning & development will include:

We are laser focused on giving our analysts the skills they need for a successful career in the Aladdin Business and BlackRock. During their second year, our analysts have the opportunity to work on specialized projects with other Aladdin teams. These projects leverage their product, technical and client skills; launching them into impactful roles in our business.

Product Management

Positions available in: Americas, Europe, and Asia-Pacific

Product management develops and delivers sophisticated investment products and solutions. We serve a diverse base of institutional and retail clients, including pension plans, insurance companies, consultants, endowments, foundations, charities, corporations, official institutions, banks, and individual investors.

Our business contains three teams:

ETF & Index Investing

BlackRock is the largest exchange traded fund (ETF) and index investments provider. As a business, we develop, analyze, and manage ETFs and Index Investments that track most major indices, providing clients with access to markets around the world.

Active Product Strategy

Operating across Equities, Fixed Income, Multi-Asset and Alternatives asset classes, this team makes active decisions to generate superior returns for clients through fundamental research into companies and consideration of the macroeconomic environment.

Global Product Group

We bring even greater innovation, discipline, and focus to the company's investment products by aligning client businesses, investment teams, and corporate functions in the design and execution of product strategy.

Our teams are known for:

- Helping our clients understand markets, trading, and execution opportunities
- Developing and researching product opportunities and defining our product strategy
- Researching and identifying new markets and segments
- Operating across our active and passive investment offerings

We partner with:

- **Internally**: We work with Sales & Relationship Management teams and Portfolio Managers
- **Externally**: We engage with clients

What will you do as an analyst?

- Ensure that BlackRock has an industry-leading product set to support our clients' needs and the firm's growth aspirations in all market environments over a long period of time
- Keep abreast of regulatory and other structural trends to identify upcoming threats and opportunities and ensure that both new and existing products comply with regulatory requirements
- Build, evolve, and deliver long-term strategic plans, in partnership with client business and investment teams, for all of the major asset classes
- Understand evolving markets and industry trends to inform ideation and respond to competitors
- Acquire a knowledge of BlackRock's investment and advisory capabilities
- Deliver the end-to-end product development process, using BlackRock's global framework

BlackRock

Product Management

What capabilities are we looking for?

- Resourcefulness
- Analytical approach
- Basic or intermediate coding and programming skills
- Critical thinking
- Project management
- Technical curiosity

Your learning & development will include:

- You will join daily market-related updates, learning about how our products trade and react to market events
- You will learn about our clients and their investment strategies. You may assist in guiding investors towards achieving their unique investment goals by utilizing our technology and tools
- You will collaborate across multiple business functions to learn the product life cycle and our strategies for continued growth

Sales & Relationship Management

Positions are available in: Americas, Europe, and Asia Pacific

Our sales and relationship management professionals build and maintain client relationships, work closely with professionals across BlackRock to provide outstanding service, and are responsible for the strategy and distribution of BlackRock's platform.

Our business contains six teams:

Institutional Client Business
(Americas, Europe)

Institutional Client Business collaborates with teams across BlackRock to deliver the breadth and depth of BlackRock's platform to institutional clients. Our team spans 31 offices and covers over 4,000 institutional clients worldwide.

Global Consultant Relations
(Americas, Europe)

Our Global Consultant Relations team is crucial in driving business for institutional clients. The team partners with client experience managers, product strategists and specialists across the firm to identify client needs.

Financial Institutions Group
(Americas, Europe)

The Financial Institutions Group is responsible for establishing and maintaining relationships with BlackRock's global financial institutions clients which include insurance companies, banks, and other financial firms. We pride ourselves on creating and delivering bespoke investment solutions, advisory, and analysis to our sophisticated client base. The group is the industry's largest third-party manager of insurance company assets, and our insurance practice is a strategic focus of the firm.

Client Business (Asia Pacific)

The Client Business teams are responsible for the strategy and distribution of the breadth and depth of BlackRock's platform and products, including open-end funds, closed-end funds, alternatives, and managed accounts, among others, working in partnership with financial intermediaries.

ETF & Index Investing
(Americas, Europe, Asia-Pacific)

BlackRock is the largest exchange traded fund (ETF) and index investments provider. As a business, we develop, analyze, and manage ETFs and Index Investments that track most major indices, providing clients with access to markets around the world.

US Wealth Advisory (Americas)

Retail & Wealth Advisory is a broad-based B2B platform that delivers products and services through our distribution partners, such as financial advisors, private bankers, insurers, RIAs and direct platforms. We deliver the best of BlackRock to our clients using world class technology powered by Aladdin. Aladdin enables Wealth Advisory to deliver investment advice across asset classes in both active and passive vehicles (e.g., mutual funds, ETFs, closed-end funds, hedge funds, separately managed accounts and sub-advisory) that ultimately benefit clients saving for retirement, education costs or legacy accounts.

We partner with:

- **Internally**: We work with Product Strategy, Legal, Compliance, Marketing and Business Operations.
- **Externally**: We engage with clients and consultants.

Sales & Relationship Management

Our teams are known for:

- **Client Focus**: Delivering a consistent and outstanding client experience tailored to each client's situation, needs, and concerns
- **Strategic Execution**: Capitalizing on market opportunities through strategic client segmentation and effective time and budget management
- **Project Management**: Overseeing the implementation of client requests from onboarding to maintaining client accounts
- **Strategic Product Partnership**: Client-centric product development, connecting investment teams and client businesses across asset classes

What will you do as an analyst?

- Serve as the primary day-to-day contact for sales, service, and communication to clients, consultants, and intermediaries
- Support the development of distribution strategies, including product, segmentation and market perspectives
- Assist in business initiatives, learning how to act as a project manager
- Collaborate with senior relationship managers to deliver BlackRock's investment expertise and innovative solutions across all asset classes to clients

What capabilities are we looking for?

- Change agent
- Client service
- Critical thinking
- Presentation skills
- Relationship management

Your learning & development will include:

- A deep understanding of the investment landscape informed by the perspective of savvy market experts
- Develop a global perspective on the trends driving investment decisions, which provides unique client insights
- An opportunity to be an authority on the firm's new offerings, solutions and campaigns