Client Experience (CX) Operations

Positions available in all regions: Americas, APAC & EMEA

Service experience is a key driver in why clients choose to do business with BlackRock. The Client Experience (CX) function touches all aspects of the client journey! Examples of the work we do include driving engagement with prospective and existing clients on service issues, strategies and solutions relevant to them; using client and employee insights to optimize processes and build technology that enables scale and efficiency in our service offerings; and providing ongoing service and advocacy for existing clients. Our vision is to make it easier for clients to do business with BlackRock, making service so simple that it becomes a source of Alpha.

Teams you may be considered for:

It is possible that you will be evaluated for opportunities with teams other than those listed below.

Client Experience Delivery

Client-facing teams orchestrating all aspects of service delivery, and client onboarding teams bringing new business onto our platform.

Client Experience Transformation

Accelerating client service via research and competitive insights, analytics, marketing, business and change management.

Client Experience Operations

Core client operations teams driving reporting, billing and onboarding due diligence across the globe.

This function is known for:

- Being the 'face of BlackRock' for the firm's clients for service and operational engagement
- Partnering with internal and external stakeholders to optimize the processes, service model and technology required to deliver a simplified, high-quality and client-centered service experience
- The breadth, depth and diversity of our skills, expertise and talent: we're a global team that services clients in a broad range of industries and are actively involved in "the moments that matter most" to clients in their investment journeys

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Client Experience (CX) Operations

What will you do as an Analyst?

- Be a core point of contact for clients and / or client deliverables

- Develop an understanding of the client experience journey, where your team sits within that ecosystem, and how your work adds value for clients

- Perform tasks related to core service operations processes in scope for your role – billing, reporting, onboarding due diligence, or fielding and resolving questions from clients and business partners

- Deep dive into processes to identify opportunities for greater efficiency or scale

- Contribute to automation, data analysis and process improvement efforts

- Contribute to building CX's understanding of each client we serve

What capabilities are we looking for?

- Excellent attention-to-detail, analytical, critical thinking, organizational and problem-solving skills

- Strong business communication skills (written, oral, etc.)

- Curiosity and an interest in understanding the "why" behind operational processes

- Willingness to raise issues and see them through to resolution

- Strong relationship management skills and an ability to effectively collaborate with various partners

- Deadline management and the ability to be self-directed and prioritize own work

- Ability to quickly learn and adapt to in-house applications (e.g., Aladdin) and evolving technology

- Proficiency with Microsoft Office suite, particularly Excel, Outlook, Word

- Basic or intermediate coding and programming skills (for select roles)

Your learning & development will include:

- Experience working in a global team serving a diverse range of clients

- Developing relationship, stakeholder, and project management / change management skills

- Learning to deconstruct processes, as well as identifying and implementing improvement opportunities

- Firsthand experience and view into the strategic and operational work required to service an increasingly complex and growing client base

- Networking opportunities with colleagues within and outside of your function and office

- Access to a wide range of resources to learn about the asset management industry and BlackRock, as well as to improve your professional skills (e.g., business writing, presenting, SQL and Python trainings) more broadly

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