

Client Experience

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

Service experience is a key driver in why clients choose to do business with BlackRock. The Client Experience (CX) team touches all aspects of the client journey. Examples of the work we do include driving engagement with prospective and existing clients on 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 BlackRock easy to do business with and to deliver clients a high-quality service experience across all products.

Our business is comprised of three core pillars:

Client Experience Delivery

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

Client Experience Operations

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

Client Experience Transformation

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

Our business is known for:

- Being the 'face of BlackRock' for the firm's clients
- 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

Our team partners with:

- **Internally:** portfolio managers, product strategists, sales & marketing, portfolio compliance, developers, investment operations, accounting, risk & quantitative analysis and more
- **Externally:** clients, consultants, third-party vendors (custodians, transfer agents, research firms, etc.) and more

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What will you do as an Analyst?

- Be a 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 a diverse range of people
- Deadline management and the ability to be self-directed and prioritize 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
- Relationship, stakeholder and project management / change management skills
- Ability to deconstruct processes, as well as identify and execute 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 trainings and resources to learn about the asset management industry and BlackRock, as well as to enhance your professional skills (e.g., business writing, presenting, SQL and Python trainings) more broadly