

CUSTOMER JOB PROFILE

SGV & Co. Advisory Associate - Performance Improvement – Customer

JOB IDENTIFICATION

Job Title	Associate
Service Line	Advisory
Sub-service Line	Performance Improvement
Domain	Customer
Key Organizational Relationships	
Reports to	Senior Associate
Internal Interaction	Partner and Managers
External Interaction	Clients
Supervises	N/A

JOB SUMMARY/KEY PURPOSE

Responsible for providing assistance in the execution of projects and engagements for Customer practice. An Associate is expected to conduct the detailed project activities and provide support to his/her senior.

JOB RESPONSIBILITIES

- o **Duties and Responsibilities**
 - ▶ Assist in the execution of projects according to the defined approach and methodology with guidance from Seniors and Managers
 - ▶ Provide support in gathering data and information to understand the processes through interviews and process walkthroughs with the client counterparts
 - ▶ Conduct research and collection of relevant information and knowledge from internal resources to provide value-adding recommendations to the client
 - ▶ Contribute ideas with the team to complete and improve project output
 - ▶ Participate in the preparation of management reports
 - ▶ Support Managers in proposal development and attend meetings with clients to understand their needs and to offer relevant insights and solutions
 - ▶ Attend and participate in internal trainings
 - ▶ Complete the required and assigned web-based learnings
 - ▶ Prepare time reports in a timely manner
 - ▶ Develop positive relationship with peers, supervisors, and mentors/counselors who can provide advice and support

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COMPETENCY REQUIREMENTS

Education ○ Bachelor's Degree in Business Management, Marketing, or Economics

Relevant Experience ○ No minimum work experience required

Certificates, Licenses, Registration ○ N/A

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- Competencies**
- **Core**
 - ▶ Able to work effectively and efficiently in a team
 - ▶ Capable of producing quality outputs and in a creative way
 - ▶ Able to meet tight deadlines and project timeline and is open in working beyond office hours
 - ▶ Flexible and is willing to work in client sites within or beyond Metro Manila and is open for secondment in other EY offices
 - ▶ Has good attitude towards work and has strong desire to learn
 - ▶ Interested to pursue a long-term career in Customer practice
 - **Functional**
 - ▶ Planning skills
 - Able to organize project activities and schedules in line with the approach and methodology
 - Able to prioritize project activities and workload when deadlines are tight
 - ▶ Analytical thinking
 - Able to understand business problems, identifying needs and responding through innovative and practical solutions
 - Able to understand and convey business issues and technical concepts
 - Accurately identify client issues and communicate clear explanations and suggested actions to the project team
 - Understands and is capable of performing Data Analytics (if applicable)
 - Able respond promptly to all client requests while adhering to review procedure
 - ▶ Communication skills
 - Able to provide quality outputs
 - Able communicate effectively with client counterparts through structured questioning, careful listening, and delivery of fact-based findings
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For more information, you may check our websites:

<http://www.sgv.ph/about-us/our-services/>

<http://www.ey.com/ph/en/services/advisory>

To apply, visit the following link: [https://tas-](https://tas-ey.taleo.net/careersection/gexp01/jobdetail.ftl?job=PHI0026P&tz=GMT%2B08%3A00)

[ey.taleo.net/careersection/gexp01/jobdetail.ftl?job=PHI0026P&tz=GMT%2B08%3A00](https://tas-ey.taleo.net/careersection/gexp01/jobdetail.ftl?job=PHI0026P&tz=GMT%2B08%3A00)

OR

Search the ff. code in our Careers website: **PHI0026P**

CUSTOMER JOB PROFILE

SGV & Co. Advisory Senior Associate - Performance Improvement – Customer

JOB IDENTIFICATION

Job Title	Senior Associate
Service Line	Advisory
Sub-service Line	Performance Improvement
Domain	Customer
Key Organizational Relationships	
Reports to	Managers
Internal Interaction	Partner
External Interaction	Clients
Supervises	Associates

JOB SUMMARY/KEY PURPOSE

Responsible for providing support in ensuring that objectives of the projects and engagements for Customer practice is met. A Senior Associate is expected to provide guidance to his/her staff during the engagement.

JOB RESPONSIBILITIES

- o **Duties and Responsibilities**
 - ▶ Assist in the execution of projects according to the defined approach and methodology with guidance from Managers
 - ▶ Provide support in gathering data and information to understand the processes through interviews and process walkthroughs with the client counterparts
 - ▶ Conduct research and collection of relevant information and knowledge from internal resources to provide value-adding recommendations to the client
 - ▶ Contribute ideas with the team to complete and improve project output
 - ▶ Supervise and guide staff in the preparation of management reports
 - ▶ Support Managers in proposal development and attend meetings with clients to understand their needs and to offer relevant insights and solutions
 - ▶ Attend and participate in internal trainings
 - ▶ Complete the required and assigned web-based learnings
 - ▶ Prepare time reports in a timely manner
 - ▶ Develop positive relationship with peers, supervisors, and mentors/counselors who can provide advice and support

CUSTOMER JOB PROFILE

COMPETENCY REQUIREMENTS

Education ○ Bachelor's Degree in Business Management, Marketing, or Economics

Relevant Experience ○ Three (3) to five (5) years of work experience in consulting services

Certificates, Licenses, Registration ○ N/A

- Competencies**
- **Core**
 - ▶ Able to work effectively and efficiently in a team
 - ▶ Capable of producing quality outputs with minimal supervision
 - ▶ Able to meet tight deadlines and project timeline and is open in working beyond office hours
 - ▶ Able to lead and coach his/her team mates
 - ▶ Flexible and is willing to work in client sites within or beyond Metro Manila and is open for secondment in other EY offices
 - ▶ Has good attitude towards work and has strong desire to learn
 - ▶ Interested to pursue a long-term career in Customer practice
 - **Functional**
 - ▶ Planning skills
 - Able to organize project activities and schedules in line with the approach and methodology
 - Able to monitor the accomplishment of action items
 - Able to prioritize project activities and workload when deadlines are tight
 - Able to understand and plan for the client's expectations
 - ▶ Analytical thinking
 - Able to understand business problems, identifying needs and responding through innovative and practical solutions
 - Able to understand and convey business issues and technical concepts
 - Accurately identify client issues and communicate clear explanations and suggested actions to the project team
 - Understands and is capable of performing Data Analytics (if applicable)
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CUSTOMER JOB PROFILE

- Able respond promptly to all client requests while adhering to review procedure
 - Capable of reviewing output of staff
 - Has wide knowledge on business processes
 - ▶ Communication skills
 - Able to provide quality outputs
 - Able communicate effectively with client counterparts through structured questioning, careful listening, and delivery of fact-based findings
 - Able to present project outputs with client
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<http://www.sgv.ph/about-us/our-services/>

<http://www.ey.com/ph/en/services/advisory>

To apply, visit the following link: [https://tas-](https://tas-ey.taleo.net/careersection/gexp01/jobdetail.ftl?job=PHI00298&tz=GMT%2B08%3A00)

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OR

Search the ff. code in our Careers website: **PHI00298**