



# Job description



PROGRAM SUPPORT AND  
SALES ADMINISTRATION  
ASSOCIATE



## **THE RESILIENCE INSTITUTE IS A LEADING GLOBAL RESILIENCE RESEARCH, TRAINING AND TECHNOLOGY COMPANY**

Some 20 years ago, Dr. Sven Hansen started developing a Resilience Diagnostic and training program, based on the many research outcomes that proved what specific behaviors and practices help people lead better lives. 20 years later, Resilience Institute expert consultants and coaches have united to form a global company, with the ambition to multiply their impact on the back of the fast-growing demand from companies to equip their employees with better resilience skills. As a small team, we have already impacted the lives of over 100,000 people, and every day help our clients' employees understand what difference resilience can make in their professional and personal lives and integrate very specific practices and habits into their daily routines that create powerful outcomes.

**We are powered by people.** We are a global team, with passionate partners and expert consultants on every continent, dedicated to customer success.

**We are led by purpose.** We believe that resilient people make resilient organizations that together enable a resilient planet, and that what we do contributes to that purpose.

**We are driven by data.** The Resilience Diagnostic assessment – a core feature within the resilience app – enables us to orient our approach and target training interventions that work.

**We have high growth ambitions.** We have an ambitious strategy and roadmap to support this growth.

For more info on who we are: <https://resiliencei.com/>

## **ABOUT THE ROLE AND RESPONSIBILITIES:**

We are looking for Program Support and Sales Administration Associate, to support both internal processes and coordination with client representatives in managing our resilience training programs with our clients.

### Program support

- **Support partners and consultants in managing our resilience training programs** at customers', from start to completing. Ensure delivery agenda planning and scheduling in coordination with partners and consultants
- **Act as first line contact to customers through different channels for all scheduling, logistics and tactical aspects of their programs**, and as their champion within our teams to clarify issue and find answers and solutions, address specific customer or program requirements (attendance lists, satisfaction surveys, specific metrics for example)
- **Systematically aim for program success and customer satisfaction**, while providing effective support to our partners and consultants who delivery program content and management the commercial relationship.

### Sales administration

- **Make contact with customers' purchasing and finance departments at start of programs**, and follow potential vendor accreditation procedures, PO process requirements.
- **Run invoice creation processes** in coordination with Office Manager, and follow up on payments
- **Ensure, together with Office Manager, that the invoice cycle planning is followed**, and internal processes complied with to avoid errors and delay. Perform necessary cross- and quality checks.

### Office management support

- **General office management tasks** as support to office manager

Participate in the life of the organization (internal meetings and internal training sessions, internal projects)

## We'd like to hear from candidates with the following **COMPETENCIES AND ATTITUDES**:

- Fluent/native French and English is key. Dutch or German a plus
- At ease with a remote job (no permanent office)
- Driven by customer satisfaction, service oriented, while able to hold constructive but respectful conversation with clients when resolving issues
- Flexible and autonomous, capable to work independently while ensuring good coordination
- Genuinely interested in the topic and the practice of resilience
- Efficient in managing one's time
- At ease with IT tools (CRM, DI, web-based tools, etc) and productivity tools (MS Office, in particular Excel)
- Administrative and planning discipline, able and willing to follow processes systematically and to create routines
- Excellent listening and communication skills
- Open to receiving feedback for growth. Willing to give feedback and speak up.
- Work well with others

## **EXPERIENCE LEVEL**

Minimum **3 years of experience** covering key competencies

*If you don't think you meet all the criteria above but still are interested in the job, please apply. Nobody checks every box, and we're looking for someone excited to join the team.*

## **EMPLOYER COMPANY**

### **THE RESILIENCE INSTITUTE EUROPE**

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