



## Client Services Associate - Job Description

### Aim of the Role

The role of CST is to work with the Account Director and Project Manager with the logistics, coordination and resourcing of a project from conception to delivery and follow up.

### Key descriptors for the role:

- Working as part of the Client Services Team.
- Working independently on small, self-managed projects or as part of a project team, which can vary in size and make up depending on the nature of the project.
- Key role in advising on casting, booking the associates/delivery team and shaping the overall programme where possible.
- Building and maintaining relationships with clients and associates.
- Client liaison for project logistics, associate casting and bookings.
- Associate liaison regarding all logistics and details relating to the project.
- Responsible for arrangements for project travel, accommodation, etc.
- Maintaining project records and inputting all relevant data into the Steps database, keeping it updated throughout the journey of the project.
- Onsite presence for live events and video shoots, as required.
- Working with the Associates Manager to maintain and develop the associate pool in each region (UK, Europe, USA, Asia).
- Arrange auditions and review casting requirements with the Associates Manager, as required.
- Good communication within the Client Services Team as well as project teams and other colleagues.
- Manage your own electronic presence (i.e. diary and Linked-in where necessary).
- Work with the Team Leader in maintaining working processes and standards, managing work flows and resources and communicating any concerns to the Team Leaders.
- Seek to work always in the spirit of the Steps Charter and be proactive in challenging any perceived behaviours that don't accord with the charter.
- Additional work activities may include:
  - Internal projects and events
  - Proposal and tender processes

### Key Qualities and Skills

- Organised
- Excellent attention to detail



- Prioritising and planning
- Flexible and adaptable
- Good communicator – verbal and written
- Systematic
- Open and honest
- Respectful
- Team player
- Completer\Finisher
- Work well under pressure
- Responsive
- Proactive