

## Senior Analyst, Client Care Survey Program

Do you want to be part of a dynamic team? You can make an impact by joining KPMG.

### THE OPPORTUNITY

The Senior Analyst, Client Care Survey Program is responsible for supporting both KPMG's Client Feedback Program and Proposal Debrief Program. Reporting to the Senior Manager of Primary Research and Client Feedback, and working in close cooperation with the Director of National Proposal Support, the successful candidate will:

- Conduct in-depth telephone interviews to support the National Client Feedback Program and Proposal Process to ascertain client service issues, clients' goals and needs, reactions to written and oral proposals submitted by KPMG.
- Develop written reports that reflect the findings of the interviews.
- If needed, present findings of the interviews to the internal team.
- Tracking, monitoring and summarizing client satisfaction in key areas such as improving client service performance, understanding gaps between performance and client expectations.
- Tracking, monitoring and summarizing proposal feedback in key areas such as improving KPMG's proposal process, understanding gaps between performance and client expectations, develop an understanding of why proposals are won/lost.
- Manage and schedule the interviews with external executives.
- Manage and adhere to the schedule of interviews.
- Maintain and update database with interview information.
- Communicate the process, purpose, standards to internal clients and ensure all guidelines, best practices are adhered to.
- Liaise with internal teams to obtain a background and understanding of the client team, work performed, existing issues, areas to explore, proposal background.
- Assist in the preparation of presentation materials highlighting the lessons learned from the interviews.
- Assist with other areas of the National Client Feedback program.
- Be an active member of the National Research and National Proposal team.

### THE LIFE:

KPMG offers a variety of comprehensive benefit packages in order to meet the diverse needs of our members – at varying stages of their lives.

- The Firm provides various "People Matters" programs including personal care time, fitness reimbursement, concierge service, and backup care for family members to help firm members improve the balance in their lives and enhance their knowledge or skills.
- Eligible firm members receive an annual bonus, based on firm, team, and individual success.
- As a Firm, we are committed to the individual growth of our members and provide support through semi-annual performance reviews.

## **SKILLS AND BEHAVIOURS**

A successful candidate will possess the following skills and behaviours:

- Minimum 5 years of experience in interviewing and business writing.
- BA degree in Research, Marketing, English, Journalism or other related field.
- Experience in interviewing senior executives (C-Class Executives, Board of Directors, Government executives), adhering to interviewing guidelines and process, capturing the feedback and develop a findings report.
- Maintain the highest level of confidentiality pertaining to the insights, opinions and feedback obtained and reported.
- Ability to quickly gain a solid understanding of KPMG's lines of business functions in order to properly probe and obtain relevant feedback and must have a strong business acumen.
- Superior organizational and project management skills with proven ability to manage multiple, projects through completion.
- Capacity to work effectively within deadlines, short time frames and long hours; must be a quick study and self starter, who is able to work with little day-to-day supervision and to utilize sales and marketing network to add value to internal client groups.
- Excellent interpersonal skills, energetic and proactive approach with ability to communicate effectively with people and interacting with a wide range of professionals at every level of the organization.
- Experience in or knowledge of Professional Services industry would be an asset.
- French language skills are a very strong asset.

**KPMG is an equal opportunity employer and values diversity in its workforce, encouraging applications from all qualified individuals.**

To Apply: Send cover letter and resume  
Email: [jeriross@kpmg.ca](mailto:jeriross@kpmg.ca)  
Application deadline: November 9, 2009