

Business Development Senior Specialist – Client Engagement

Department: Business Development

Organizational Relationship: Reports to the Business Development Manager – Client Engagement, Client Team Activation

FLSA Status: Exempt

Last Updated: July 18, 2024

General Summary:

The Business Development (BD) Senior Specialist – Client Engagement is responsible for supporting the firm's global client teams and works closely with the Director of Client Teams & Client Insight, the Business Development Manager – Client Engagement, Client Team Activation, and client team Relationship Advisors, as part of the strategic effort to grow the firm's revenue while ensuring client satisfaction. The Senior Specialist develops and implements account management best practices that are shared across the Business Development department.

Essential Duties and Responsibilities:

“Essential duties” are those that an individual must be able to perform with or without reasonable accommodation.

1. Develops an in-depth understanding of the client portfolio
2. Supports the implementation of robust account plans for our priority clients
3. Takes an innovative approach to engaging with clients in order to deliver on strategic plans and ensure best-in-class service
4. Builds strong relationships with the client team Relationship Partners and BD client team Relationship Managers to establish themselves as a trusted advisor
5. Collaborates with Practice, Industry, and Markets leads to proactively support firm cross-selling initiatives and platform proliferation across client teams
6. Develops internal presentations and external relationship materials
7. Liaises with the New Business Team on client team-related RFP and pitch responses
8. Coordinates client training requests and supports the development of internal training programs and leadership reporting
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10. Assists with onboarding new client teams and provides guidance and support for practical application of account management tools
11. Identifies opportunities for efficiencies and enhanced processes within the account management framework

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12. Monitors and analyzes competitor activity, product / market trends, industry research and other external data that may impact the approach and plan of action for client teams
13. Analyzes data and feedback in coordination with the firm's client feedback program, including engaging in matter evaluations, pitch debriefs, secondment preparation and debriefs, and post-pitch win/loss reviews
14. Maintains and enhances client relationship management tools and tracking systems
15. Acts as a primary resource for client team-related intelligence and requests
16. Organizes and leads special projects as needed to completion
17. Promotes effective work practices, works as a team member, and shows respect for co-workers

Position Specifications

Education

- Bachelor's degree or equivalent required

Work Experience

- A minimum of three years' professional work experience required
- A minimum of two years' experience supporting business development or marketing initiatives in a professional services firm preferred
- Corporate, Private Equity, and/or Investment Bank experience preferred
- Experience with stakeholder management preferred

Knowledge, Skills & Abilities

- Ability to work in a team and work independently on projects
- Excellent research and analytical skills
- Strong attention to detail
- Superior written and oral communication, and presentation skills
- Strong project management skills, the ability to prioritize multiple projects, handle sensitive and confidential information, and perform under pressure
- Outstanding interpersonal skills ; ability to negotiate, influence, and demonstrate sound judgment and assertiveness
- Ability to interact effectively with people at all organizational levels
- Advanced proficiency in Microsoft Word, Excel and PowerPoint
- Ability to manage CRM systems (e.g. InterAction, etc.)

Physical Demands

- Extensive time using a computer including use of a PC keyboard and mouse or similar data input devices is required.

Working Conditions

All Latham & Watkins positions are in a typical indoor office environment.

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The statements contained in this position description are not necessarily all-inclusive; additional duties may be assigned, and requirements may vary from time to time, and from location to location.