ISN Job Description – Associate, Professional Development Program

Company Overview: ISN, headquartered in Dallas, TX, is a global company continuously growing and expanding its reach throughout the United States, Canada, Australia, United Kingdom and other international regions. ISN’s online contractor management database, ISNetworld (www.isnetworld.com), is the global resource for connecting corporations with safe, reliable contractors and suppliers from capital-intensive industries. ISN collects health and safety, procurement, quality and regulatory information from contractors and suppliers. Its Review and Verification Services (RAVS) Team validates this information.

ISNetworld provides a method for subscribers to house documents, measure, compare and benchmark health and safety statistics, and provides a method of evaluation and communication between companies and their contractors. Contractors/suppliers also use the system to manage training and record keeping requirements.

Job Title: Associate – Professional Development Program

Job Summary: The ISN Professional Development Program gives recent college graduates an opportunity to apply their skills in a dynamic work environment while developing well-rounded competencies in ISN’s products and services. As a member of the ISN’s Contractor Operations Department, candidates will be introduced to the ISNetworld system and ISN’s multi-faceted business processes. The position provides a critical link between customers, sales, business development and management. It requires that one be a self-starter, able to work as part of a team and willing to assist with all of the day-to-day operations inherent to a rapidly growing organization.

Primary Duties & Responsibilities:

- Proactively service and support ISNetworld contractor/supplier clients
- Conduct training on ISN products via phone, web based and face-to-face meetings
- Participate in the implementation of sales and marketing projects
- Field incoming calls, handle contractor customer inquiries and troubleshoot problems
- Handle client account management functions, including invoicing and collections
- Proactively analyze and bring forth ideas for continuous improvement
- Research and develop various resources and reference documents for clients
- Varying levels of travel for client meetings
- Other tasks and projects as directed by management team

Requirements:

- Bachelor’s degree from an accredited university and/or equivalent work experience
- Must be fluent in French, both verbal and written
- Proficient computer skills in programs including, but not limited to, Word, Excel, PowerPoint, Internet and e-mail applications
- Demonstrated leadership skills
- Demonstrated personal initiative
- Solid verbal and written communication skills
- Proficient presentation skills
- Strong organizational skills and ability to multi-task
- Solid analytical and problem solving ability
- Excellent customer service orientation
- Desire to assume increasing levels of leadership responsibility
- Willing to travel for business
- Attention to detail

References must be provided upon request. Please send inquiries to careers@isn.com.