

**Company name:** B&M Global Services Manila

**Company background:** Established in 2000, B&M Global Services Manila is the exclusive shared services center of Baker & McKenzie, the world's largest international law firm. GSM provides a wide range of client and internal support functions to B&M offices worldwide. Aside from providing world-class careers, it also offers a professional development program, exposure to global best practices, and opportunities to give back to the community through Corporate Social Responsibility initiatives.

**Job vacancies:**

**1. Creative Services - Global Business Development, Marketing & Operations**

**Job Description:**

The Junior Designer carries out design assignments that reflect the correct application of the Firm's Visual Identity Program (VIP). Using design software, Junior Designers produce VIP-compliant, professionally designed marketing collaterals for their assigned offices and teams from global, regional and local BD and marketing teams. Special projects, such as designing a collateral which is a of an event suite, updating and uploading of files and new templates on the Brand Center, formatting of Firm directories may also be assigned to a Junior Designer.

70% VIP support

1. Develop innovative or custom design VIP-compliant multi-channel marketing/BD collaterals and promote adherence to style Firmwide
2. Assist other team members in design creation and production for multi-channel campaigns such as websites, social media, display advertising and multimedia
3. Execute design assignments to reflect the correct application of the Firm's VIP in global, regional and local collateral
4. Advise, encourage and facilitate client adoption of VIP standards and customized templates
5. Ensures accurate and timely output delivery by adhering to established quality standards and firm branding
6. Alert clients to potential problems/issues ahead of time and offer possible solutions or alternative approaches

30% Project support

7. Maintain and support assigned projects
8. Participate in special projects, as assigned, and meet internal and client delivery deadlines
9. Provides accurate and regular project updates to all stakeholders
10. Collaborates with Designers and Senior Designers on multimedia and complex design projects
11. Support other projects/applications as assigned; adhere to project processes and quality standards

**Qualifications:**

- Bachelors degree (preferably in graphic design or marketing)
- Performance level of 80% or above on all VIP exams
- Proficiency in
  - Microsoft Windows OS
  - Microsoft Office 2010
  - InDesign
  - Adobe Suite (Acrobat/Adobe Photoshop/Adobe Illustrator/Adobe Flash)
- Excellent communication skills (verbal and written)
- Detail oriented and keen organizational skills
- Ability to tell when something is wrong or is likely to go wrong. This involves solving the problem and recognizing there is a problem.
- Effective time management ability to meet deadlines and prioritize efficiently

## **2. Service Desk - Technology Team**

### **Job description:**

This position will assist in providing consistent high quality customer service and support for Baker and McKenzie's Global Applications and other supported systems for the duration of the training.

- Assist in providing level 1 initial assessment and troubleshooting of inbound issues.
- Answers end users' questions when possible and appropriate.
- Assist in resolution of issues efficiently and professionally.
- Maintain a working knowledge of supported systems.
- Follow Global Help Desk procedures, policies and processes diligently and accurately.
- Any other project or tasks assigned by management.

### **Qualifications:**

- Computer Literate
- Good verbal, written, communication skills
- Ability to quickly learn and understand new technology and applications.
- Has initiative, sense of responsibility and commitment to work
- College student, currently enrolled and with OJT requirement, preferably in an IT related field.

**Contact details:** Send applications to [GSM.TalentAcquisition@bakermckenzie.com](mailto:GSM.TalentAcquisition@bakermckenzie.com) or Aiza.Landicho@bakermckenzie.com