Job Description: Junior Associate, Client Services
Multiple locations across the United States

Mu Sigma is a category-defining decision sciences and big data analytics company, helping enterprises systematize better data-driven decision making. The company’s interdisciplinary approach and integrated ecosystem of platform, processes and people redefine how companies approach problem solving in areas of marketing, risk and supply chain. With more than 3,500 decision scientists working across 10 industries, Mu Sigma is consistently validated as the preferred decision sciences and analytics partner for 140 of the Fortune 500.

What You’ll Do

The importance of decision sciences and analytics continues to accelerate, especially in light of the barrage of change hitting all industries. Rather than simply help clients keep up with change, Mu Sigma helps clients capitalize on change. And you’ll play a big role in making that happen.

You will be assigned to a client location and work as a member of a globally distributed Mu Sigma team, one that bridges the client location and our India center. You will be asked to play a role that combines business analysis and account development activities.

Business Analysis

- Engage clients to understand their business challenges and brainstorm how to solve them. Discuss with them results and deliverables constructively, in search of optimal solutions.
- Apply Mu Sigma planning frameworks and tools to scope problem solving efforts accordingly.
- Communicate requirements, challenges and results of our work to client stakeholders, offering actionable insights and recommendations that lead to measurable business impact.
- Interview clients and study their organization to identify potential areas for engagement (latent problems) where we can make a positive, lasting impact on their business.
- Draw learnings and experiences from our ecosystem of software, tools, methods, and other clients, and help your client take advantage of that knowledge.

Account Development

- Build relationships with clients, helping them improve their consumption of analytics to drive their business operations and decision-making forward.
- Use your knowledge of the client to generate well-qualified leads for growing our footprint in the account. Create new client connections, in some cases through “cold call” outreach.
- Educate the client on our business model. Handle objections deftly.
• Work as part of a globally distributed team to design proposals and statements of work for new business in the account. Work with a Mu Sigma account executive to negotiate scope, pricing and contractual terms.

Other analytics firms will operate on a project-to-project basis. We’re different. We operate problem-to-problem, helping our clients make better decisions in a world of muddy, interconnected business issues. But in parallel, we help those same clients adopt a fundamentally new approach to decision making – a new art of problem solving.

What You’ll Bring To The Table

At Mu Sigma you’ll hear the phrase “Learning over Knowing.” It’s one of our guiding principles, and we expect every Mu Sigma Junior Associate to demonstrate a passion for learning. Here are some other characteristics that we look for:

• Interpersonal skills. Our work involves consulting and client interaction. Clients have to like and respect you, even when you tell them they’re wrong.

• A critical eye. We want someone who asks questions, always asking “Why?” or “So what?” You must also step into the client’s shoes and raise the bar on the quality of our work.

• A quantitative mindset. You don’t have to be a Statistics major, but you should be comfortable in working with numbers.

• A growth mindset. While not a commissioned sales rep, you should be able to identify opportunities and speak with conviction about Mu Sigma differentiation and ideas.

Another of our guiding principles is to place a premium on interdisciplinary perspectives in how we approach our work and who we hire. To that end, we hire across multiple majors.

What You’ll Gain From The Experience

• Autonomy. We’ll encourage you to be an entrepreneur, pioneer, and problem solver with irreverence toward the status quo. You’ll participate in experiential learning environments, helping top global brands solve tough problems.

• Mastery. We’ll invest in building your interdisciplinary skills in the white hot field of analytics and decision sciences. Engaging with and rotating across our cross-industry client base will broaden your perspectives even more.

• Purpose. We’ll help you participate in something bigger than just you. That purpose being to create the world’s largest Big Data analytics and decision sciences company, and institutionalize a new art of problem solving in our clients.

As with life, we’re filled with paradoxes. Our vibe is methodical, yet vibrant. We’re irreverent, yet humble. And we’re geeky, yet cool. (In fact, we think geeky is cool.)
The Journey Begins In India – The Columbus Program

In the 15th century, Columbus set out for India seeking a key economic gateway in the spice trade. Today, India is much more than a gateway. The country has transformed into a rich source of talent, ideas, and innovation, and it is Mu Sigma’s hub for innovation, scale, and automation.

So we established the Columbus Program to bring new hires from universities across the U.S. to Bangalore to train in a class of 20-30 people for their first 6 months with the company. The curriculum combines immersive, workshop-based learning with on-the-job mentoring, and inculcates new hires in the ways of Mu Sigma. Upon completion of the program, you will be deployed back to a client location in the United States. And don’t worry, we pick up the tab.

Two Ways to Apply

1. Upload your resume to the career services portal at your university, or
2. Email your resume to global.campus@mu-sigma.com with “Jr Associate” in the subject line.

Mu Sigma will review your information and invite you to the formal application process if we see a potential fit.

Work Authorization

The Junior Associate position within Mu Sigma Client Services and the Columbus Program are open to U.S. citizens or Green Card holders only.