



ASK AN EXPERT: STEVE BLOW

BIO

Steve joined Capital GES in October 2014 as a Business Development Executive. Steve was based in the head office in Neuchâtel before moving to the US where he supported the US-based clients, before returning to the company's head office in Neuchâtel in March. Steve has worked in a number of different countries, including Canada, UK, Brazil, New Zealand and Switzerland, which has given him good grounding to help people who are working globally.

Q: HOW LONG HAVE YOU BEEN WITH CAPITAL GES?

I have been with Capital GES for over three years. I spent eighteen months in the United States where I was supporting our U.S. clients. I recently returned to Switzerland where I am now sales team leader.

Q: DESCRIBE YOUR ROLE

My job is varied. It encompasses both account management and sales. The majority of the time I am managing our key accounts providing them with solutions. I also deal with the individual contractors and employees. My role as Team Leader is to provide advice, support, and knowledge to the sales team when developing new clients and partnerships.

Q: MOST CHALLENGING PART OF YOUR JOB?

One of the most challenging and interesting parts of the job is the constant changes in each country. It is important for sales to know what is happening in each country in terms of the regulatory changes. We have a fantastic R&D department that works solely on this and provides the most up-to-date information on these regulations for us, which we can then pass on our clients.

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Q: MOST REWARDING PART OF YOUR JOB?

No two days are the same so that makes this role enjoyable. Every contract has different nuances. Everything is continuously evolving so there is always something new happening, which is very rewarding.

Q: WHAT IS THE KEY TO GETTING A NEW WORKER ONBOARDED QUICKLY?

The key to getting a new worker onboarded quickly is setting the correct expectations with all parties and ensuring that the relevant information is accurate from the outset. By engaging with everyone at the beginning, you are able to set expectations and ultimately everyone works together more effectively resulting in a swift onboarding process.

Q: WHAT DO YOU THINK WILL CHANGE FUNDAMENTALLY IN THE NEXT 18 MONTHS?

It is very evident that technology will change fundamentally in the next 18 months. Looking back a year or two ago technology processes were different to how they are today. I think that particularly the introduction of GDPR in May will have a great impact on how companies exchange and store information, which in turn will influence the technology we use and the workflows that depend on it.





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