

**Access Intelligence LLC
Client Services Associate
Career Connector Job ID #11694**

Description

<https://www.themuse.com/jobs/accessintelligence/client-services-manager>

Access Intelligence, LLC, a leading publisher of business-to-business media, has an immediate opening for a Client Services Associate to join its Client Services Team. The Client Services Representative serves both internal and external clients in establishing and maintaining subscriptions to various AI publications and related websites, as well as supporting A.I.'s numerous events by registering prior attendees and assisting clients with general event information. This position requires the ability to interact with a diverse group of domestic and international clients and respond quickly to their informational needs.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Respond to information requests via incoming phone calls, e-mail requests, and online chats
Process subscription orders/renewals and research accounts utilizing a variety of customer databases

Perform outbound calls encouraging clients to renew existing subscriptions as term expiration nears

Perform outbound calls encouraging previous event registrants to re-register for current year's event

Provide basic training and troubleshooting assistance to clients attempting to access web-based information and/or place product orders online

Provide support to internal marketing staff by extracting and manipulating information from the subscriber database when necessary

Partner with internal marketing directors in determining pricing and other special support for group subscriptions

Provide general support at occasional local trade shows upon request

Other duties as assigned by the Sr. Director, Marketing Operations & Client Services

JOB REQUIREMENTS:

Outstanding verbal and written communication skills in person, via email and on the phone

Strong organizational skills coupled with excellent follow-up practices

Intermediate knowledge of M/S Excel and Word and the ability to quickly learn new software applications and products

Fast and accurate data entry skills

Impeccable punctuality and attendance

Keen eye for detail

Ability to meet deadlines and prioritize workload

Associates Degree or eighteen months experience in a client support role

To Apply:

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Location: Rockville, Maryland United States

Work Authorization: US Citizen or US National

Job Function

Management/Administration