

Company Name: Telmar Information Services Corp.

Title: Client Service Executive

Location: New York, NY

Posting Date: September 29, 2018

Have you ever thought about switching from the media planning side of advertising to a more software and client focused role? If the answer is yes, we have an exciting opportunity for you!

Telmar, the leading international media planning software and information services company, is seeking a Client Service Executive for its growing operations.

The ideal candidate will be responsible for account management activities, and building and strengthening long-term relationships with customers and vendors. The position will also require deal making skills including strategic consulting and needs assessment, pricing and contract negotiations and working with Telmar management to propose solutions to prospective clients. This position also entails providing day-to-day client service support, and conducting product trainings for small and large groups.

In this challenging, fast-paced role, you will enjoy a strong team culture, work among a dynamic group of professionals and be a part of a growing company.

This position reports directly to Telmar's President, North America.

Job Duties

- Responsible for all aspects of client service
- Help existing clients make better use of Telmar's data and services
- Understand market and client demands and have ability to fulfill them
- Facilitate trainings, maintain records, handle renewal process, and maintain client and prospect relationships
- Generate computer runs/reports for clients
- Prepare client contracts and assist in creation and execution of business plans and marketing strategies
- Test new and existing versions of software and prepare user documentation
- Achieve the goals, targets and quotas assigned

Required Skills & Experience

- Bachelor's Degree or equivalent
- 2+ years of experience in Agency or Media Ad Sales Research
- Experience with Telmar or other media planning software is essential
- Have a comprehensive understanding of the overall media planning, media research, buying and selling process and related consulting services
- Ability to interact with clients, facilitate various sizes of groups and communicate information effectively
- Exceptional client service experience with a proven track record of success
- Outstanding written and verbal communication skills
- Strong interpersonal skills and the ability to work proactively, independently and as a team player – while having a “no job too small” mentality
- Ability to work efficiently and productively in a fast-paced environment
- Well-versed in Microsoft Office applications, specifically PowerPoint, Excel and Word

Please send your cover letter, CV and salary requirements to careers@telmar.com