

Company Name: Telmar Information Services Corp.

Title: Client Service Executive

Location: New York, NY

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.

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
- Knowledge of Slack, Trello, Core, Confluence and Jira is a plus
- Familiarity with Google Suite is a plus

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