

Client Services Executive - Profiles

Department: Data Intelligence Unit
Location: 50 Featherstone Street, EC1Y 8RT, Central London
Contract: Full time

Overall Objective

The Client Services Executive will be working with existing and new YouGov Profiles clients, our audience segmentation and media planning product for brands and agencies, the role will be to provide account support that will help to transform relationships with clients from being a vendor to a partner. Key areas of responsibility will include assisting with the onboarding of new Profiles clients, including set up and ensuring clients have been trained and are comfortable using our online platform. You will also ensure that the client trial and renewal processes are adhered to and monitor usage, providing reports to clients and the sales team. You will provide proactive support to our clients ensuring all users are confident using the tool and identify data support needs. You will develop and maintain excellent working relationships with client contacts passing on commercial leads and development feedback. Previous market research and /or media planning experience is strongly recommended.

Key Responsibilities

- Train and assist clients on the technical aspects of online tool to ensure optimal use
- Set up new users, ensure they successfully log on and follow up
- Proactive contact with users to boost usage
- Monthly calls to gatekeeper
- Log and assign all client enquiries, tracking them through to completion, chasing where necessary
- Obtain feedback on content and functionality development and feed this back to CSM and head of product
- Monitor and track usage – create and deliver reports to clients and sales team

Candidate Specifications

Education & qualifications

- Educated up to degree / HND level in a relevant subject (preferred but not essential)
- Fluent written and spoken English

Personal skills & attributes

- Market Research industry or media planning/advertising experience
- Minimum 2 - 3 years client/customer services experience required
- Good communicator
- Strong aptitude for technology
- Excellent time management, organizational, problem solving and analytical skills.
- Attention to detail
- Ability to work under pressure and possess a high degree of tenacity.

This is not an exhaustive list, and you will be expected to be flexible in your approach to carrying out your duties, that may change from time to time to reflect changes in the Company's circumstances. This will include providing cover for colleagues as required. The Company therefore reserves the right to vary the job description in consultation with you.

All YouGov plc employees are expected to comply with the Company's policies, rules and procedures as outlined in the handbook, health and safety manual and all other publications.

Please send your CV and covering letter to vacancies@yougov.com