



MIT Position Description

Job Title: Customer Service Representative 4	Position Title: <i>Customer Service Associate, SMR</i>
Department: MIT Sloan Management Review	% Effort or Wkly Hrs: 40 hrs/wk

Position Overview:

First, provides complex and diverse customer service to subscribers and content customers through phone, email, and web for MIT Sloan Management Review, a media company that publishes a management web site, journal, custom content, and events.. Major customer service responsibilities include answering daily, varied inquiries, resolving complex customer service issues and technology systems problems that require technical skills and troubleshooting all ensuring customer satisfaction.

Second, provides personal and general office support. Provides advanced administrative support to the senior director and editor in chief. Supports all staff with administrative tasks.

Requires ability to juggle multiple priorities and stakeholders, and be part of fast-moving environment.

Remote work expectations/opportunity for this role: The CSC will will work part-time in the office and part-time remote in a combination that most effectively achieves their goals - typically two days in the office and three days remote.

Principal Duties and Responsibilities (Essential Functions):**

Customer Service (60%)

- Provides daily complex and varied customer service to subscribers and content customers through phone, email, web. Responses may require an in-depth understanding of SMR, work and procedures.
- Uses complex web of customer technologies to find customer data, troubleshoot problems, transfer data as necessary, and resolve customer issues.
- Primary contact for fulfillment house to solve complex customer problems.
- Works with digital team to identify improvements needed to web-based customer systems, to streamline processes and minimize problems.
- Initiates improvements to customer service policies and systems, including updates to customer service manual.
- Oversees complimentary subscriptions from advertising, editorial, and external sources, acting as liaison between departments.
- Responsible for Customer service technology systems includes:
 - A sophisticated third-party platform that we partner with for e-commerce, behavioral marketing, user database, and subscription accounting.
 - A proprietary system for maintaining access for our high-paying library customers through IP address recognition.
 - A third-party email service provider hosting dozens of our audience segments.
 - Cybersource, MIT’s credit card processor
 - The back-end admin for the store platform we use to process and deliver reprint and permissions orders.
 - The technology partner we engage with to create and deliver our app and digital replica to MIT Sloan alumni and paying customers.
 - The ticketing system we use to receive and track customer inquiries.

Personal Administrative Support to Leadership Team (20%)

- Schedules diverse and complex appointments, meetings accommodating multiple calendars



- Prepares complex itineraries and travel arrangements for multiple constituents.
- Assist with meeting preparation, including presentation materials, invitations, securing locations, and other prep

General Office Support (20%)

- Answer, route, or resolve telephone, mail, and email inquiries.
- Sort, open, and distribute mail
- Monitor/order office supplies
- Coordinate meetings and events, including ordering meeting meals and managing meal deliveries
- Respond to inquiries requiring a broad understanding of work-area policies and procedures. Provide explanations and instructions and ensure inquiries are addressed and resolved.
- Train staff in administrative tasks such ordering supplies, booking rooms, setting up calendars, etc.
- Manage the procurement and disposition of office equipment
- Maintain employee manual and assist with onboarding duties

Other duties as may be required.

Supervision Received: Reports to senior director and editor in chief. Liaises with assoc director of marketing on all customer service issues. Collaborates with CTO and digital team to troubleshoot.

Supervision Exercised: Communicates every day with readers, users, listeners, viewers—from individuals to large corporate customers. Supervises some administrative providers such as caterers. Interacts with Sloan and MIT support departments.

Qualifications & Skills:

Required:

- High school diploma or equivalent required.
- Five years of related customer service experience.
- Expert clerical skills and knowledge of office administrative procedures.
- Strong background in customer databases, MS Excel, collaboration tools, word processing, and presentation tools.

Preferred:

- Bachelor's degree preferred.
- Ten years of administrative or office support experience.
- Familiarity with MIT systems highly desirable.
- Experience providing event support, either in person or digital events

Competencies

- Reacts with resilience, a positive attitude, and a willingness to learn in response to challenge and change
- Prioritizes own work to align with organizational goals
- Consistently delivers on goals, commitments, and priorities with high standards
- Holds self and others accountable to agreed-upon outcomes and deliverables

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in position descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.