



MIT Position Description

Job Title: <i>Customer Service Representative 4</i>	Position Title: Senior Client Support Assistant, SMR
Reports to: Director of Marketing, SMR	% Effort or Wkly Hrs: 40 hrs/wk
Department: MIT Sloan Management Review	<u>Non-Exempt grade 6</u>

Position Overview:

SMR’s Senior Client Support Assistant will be responsible for providing excellent client support and service to subscribers and content customers of *MIT Sloan Management Review (MIT SMR)*, a renowned media company that offers management and leadership resources across the globe through its web, print, audio podcast, and app platform, as well as to licensees and libraries. This highly organized and motivated professional will serve as the first point of contact for all client inquiries. They’ll provide daily customer service via phone, email, and web; oversee *MIT SMR*’s institutional subscriptions program; resolve complex client problems; and ensure satisfaction with everyone’s experience with *MIT SMR*’s product line. In addition to client support and service responsibilities, this role provides personal and general office support, including administrative support to the publisher and editor in chief and assisting all staff with administrative tasks. This position requires handling multiple priorities and stakeholders in a fast-paced environment and working independently with minimal supervision.

Remote work expectations/opportunity for this role: The Sr. Client Support Assistant for Sloan Management Review (SMR) works 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):**

Client Support and Service (70%)

- Performs high-quality, daily client support and service to subscribers and content customers via multiple channels including telephone, email, and web while ensuring a positive experience with each interaction.
- Utilizes a complex web of client technologies to find customer data, troubleshoot problems, transfer data as necessary, and resolve client issues.
- Oversees MIT SMR’s institutional subscriptions program including onboarding new institutional subscribers, responding to customer inquiries, handling payments, fulfillment details, and tracking/reporting on the program.
- Delegates and acts as primary contact for fulfillment house to solve complex client problems.
- Initiates work with digital team to identify improvements needed to web-based customer systems, to streamline processes and minimize problems.
- Initiates improvements to client service policies and systems, including updates to customer service manual.
- Maintains the customer service manual and the helpdesk FAQ system.
- Oversees complimentary subscriptions from advertising, editorial, and external sources, acting as liaison between departments.



Personal Administrative Support to Leadership Team (20%)

- Facilitates meeting schedules and travel arrangements
- Assists with meeting preparation, including presentation materials, invitations, securing locations, and other preparation as needed.
- Prepares and sends packages on occasion

General Office Support (10%)

- Answer and route telephone, mail, and email inquiries.
- Ensures all mail is sorted, opened, and distributed
- Monitors and orders office supplies
- Coordinates meetings and events, including ordering meeting meals and managing meal deliveries
- Responds to inquiries requiring a broad understanding of work-area policies and procedures. Provide explanations and instructions and ensure inquiries are addressed and resolved.
- Trains staff in administrative tasks such ordering supplies, booking rooms, setting up calendars, etc.
- Manages the procurement and disposition of office equipment
- Assists with staff onboarding duties

Other duties as may be required

Supervision Received: Reports to director of marketing. Liaises with asst director of marketing tech on all customer service issues. Liaises with publisher and editor in chief on support issues. Collaborates with digital team to troubleshoot customer service issues.

Supervision Exercised: Communicates every day with readers, subscribers, and listeners—from individual customers 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
- Five years of experience in a role focused on customer service
- Experience providing high-quality customer service, including complex troubleshooting
- Expert clerical skills and knowledge of office administrative procedures
- Strong background in customer databases, MS Excel, collaboration tools, word processing, and presentation tools
- Strong written and verbal communication skills

Preferred:

- College degree
- Ten years of administrative support experience
- Familiarity with MIT systems highly desirable
- Experience providing event support, either in person or digital events

Competencies: Engage; Contribute; Collaborate

- 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.