



Job Title: Admin and Renewals Assistant

Based: Farringdon, London

Job Description:

Contagious covers the very best in unconventional marketing from around the world, as well as innovations across technology, design, communications, mobile, social networking. Our core product is our quarterly subscription which comprises of magazines, DVDs and access to premium content within our web archive.

As Admin and Renewals Assistant you will be responsible for entering subscription sales data or personal information on new clients into the database as well as ensuring all existing data is maintained and kept up-to-date. You will also assist the renewals manager in contacting and renewing clients that have subscriptions coming into the renewals phase. As part of the renewals process you will help increase usage rates to the online archive by contacting subscribers and ensuring they have activated their online account and are aware of the functionality it offers.

Key responsibilities and accountabilities:

- Maintaining contact and subscription data within the sales Database
- Allocating access to the online archive
- Pro-actively encouraging usage to the online archive
- Contacting and renewing subscribers within their renewal phase
- Managing subscribers to the paid for newsletter

Person Specification:

The suitable candidate for the job will have a keen eye for detail and be proficient with web-based CRM systems. A good telephone manner is essential for renewing subscriptions as well as liaising with clients regarding any user issues they may have in relation to the web archive.