



JOB PROFILE

Position Title	Customer Success Associate
Department	Member Services
Direct Manager	Customer Experience Manager
Engagement	Permanent part-time (22.5 hours per week)

At Screenrights all that we do supports learning and creativity.

Screenrights is a not-for-profit membership organisation that has been supporting the film and television industry for around 30 years through providing rights and royalty management services to the screen industry.

Role Summary

Working within a multidisciplinary customer facing and technical service support team, you are a driven, patient and passionate problem solver. In this role you will be responsible for supporting and on-boarding new customers/members and managing existing member relationships through their entire life cycle. You have superior people skills, a positive attitude and thrive on a variety of tasks and supporting a broad base of customers.

Key accountabilities

- On-board and support new members/customers
- Develop solid and trusting relationships between members and Screenrights
- Manage incoming calls and emails (mainly via Hubspot) and handle appropriate follow-up calls and emails
- Conduct research of film and television programs to identify potential rights holders
- Address, resolve, and record any member issues that arise
- Manage communications between members and internal teams
- Demonstrate the value of Screenrights to our customers every day by providing amazing support
- Provide support via multiple channels including MyScreenrights
- Contribute to shared member enquiries and distribution functions across the Member Services team
- Identify improvements to member processes
- Adopt a rotating Project Lead role within Screenrights (Competing Claims Resolution; Technology; Screenrights International; DASA & new services; Licensing; Adjustments; Artistic Works; and others as relevant)

Required knowledge, skills & experience

- Demonstrated experience in developing relationships and excellent communication skills (written and verbal)
- A positive, polite, confident, sincere and friendly disposition
- Able to multitask, prioritise, and manage time efficiently
- Able to stay calm, solve problems & to think on your feet
- Flexibility – we're evolving!
- An eye for detail, together with a genuine interest in understanding the needs of the customer
- Organised team player
- Self-motivated and self-directed
- Aptitude to quickly gain an in-depth understanding of Screenrights' business in order to answer all related inquiries
- Able to analyse data and stats and translate results into proposed solutions
- Three + years' previous work experience in sales, service delivery, or relevant experience
- Software knowledge of CRM systems (and/or FileMaker), Hubspot, and MS Office suite of products

Screenrights Values

Act with Integrity

- We are accountable, trustworthy and fair

Strive for Excellence

- We believe in change for the better and always seek opportunities to improve

Achieve through collaboration

- We reach our best results when we work together