

Job Title: New Member Onboarding Specialist

Office Locations: Cleveland, Ohio or Albuquerque, New Mexico

JOB SUMMARY:

Cision is the leader in the professional communications software space. By investing in our brand and technologies, we are driving change in how communications professionals distribute, monitor and evaluate their content. We invest in our people through training and management and empower them to drive their careers. The most important measure of our success is yours! The Onboarding Specialist is an entry level role that provides employees with direct access to customers, serving as the primary point of contact for new members as well as an existing territory of accounts. The Onboarding Specialist is responsible for onboarding all new Cision distribution members and managing the accounts for the first several months of membership. Each new member will require a multi-channel welcome from an Onboarding Specialist to discuss their individual needs as well as gain an understanding of the full suite of products and services available to them. Important collateral and logistics will need to be communicated to new customer and the Onboarding Specialist will be responsible for driving new members to repeat usage, uncovering and matching needs to Cision's products and services, and increasing Cision value to the client via phone and email interaction. The Onboarding Specialist will also be responsible for a quarterly review of each new account and the customer's engagement potential as a long-term customer.

ESSENTIAL FUNCTIONS:

- Provide new distribution customers with an in-house specialist for a designated period to help with onboarding and understanding how to maximize membership.
- Meet or exceed goals through sales of products and services.
- Demonstrate a working knowledge of all Cision products and services with the ability to see across product lines.
- Demonstrate strong teamwork and positive culture influence in line with the Cision Values.
- Collaborate with other divisions and subject matter experts within Cision to develop integrated strategic packages & solutions.
- Manage all inbound requests from designated accounts and educate clients on new products and services.
- Meet or exceed Key Performance Indicators as assigned and adhere to call quality guidelines.
- Negotiate new structured or customized contracts to increase and secure revenue and manage difficult negotiations with clients arising from competitive situations.
- Practice exceptional time management and organization to effectively take care of the reactive and proactive requirements of the position.
- Provide excellent customer service both internally and externally.
- Ensure timely and accurate reporting of your business to your manager on a weekly basis or as otherwise instructed by sales leadership.
- Understand and employ Miller Heiman sales methodology tactics in accordance with monthly activity metrics.
- The ability to work on-site in the Cleveland or Albuquerque office.
- Maintain an active Individual Development Plan (IDP) to ensure continued professional growth and development.
- Other duties as assigned by sales leadership.

QUALIFICATIONS:

- A keen interest in business communications, public relations, and content.
- Ability to prioritize and juggle multiple tasks.
- Ability to think and react quickly under pressure.
- Bachelor's Degree required
- Demonstrated ability to contribute to the success of a team.

- Excellent customer service skills.
- Extreme accuracy and attention to detail.
- Familiarity with CRM systems (I.e. Salesforce.com)
- Proficient with Microsoft Office suite
- Six months successful sales and customer service experience or relevant certification.
- Strong interpersonal, telephone, communication and organizational skills.
- The ability to work on-sight in the Cleveland or Albuquerque office.
- Willingness to work flexible hours in accordance with company needs/workflow demands

Company Insights:

- State-of-the-art office
- Full benefits including medical, dental, vision, FSA (Health & dependent care), Life & disability insurance, pet insurance, and more!
- 401(k)
- Flexible PTO & casual work environment
- Tuition reimbursement & professional training
- Complimentary downtown covered parking and on-site gym access (Cleveland)
- Strong focus on culture, including dedicated employee resource groups.

About Cision:

Cision Ltd. is a leading global provider of software and services to public relations and marketing communications professionals. Cision's software allows users to identify key influencers, craft and distribute strategic content, and measure meaningful impact. Cision has over 4,000 employees with offices in 15 countries throughout the Americas, EMEA, and APAC. For more information about its award-winning products and services, including the Cision Communications Cloud®, visit www.cision.com and follow Cision on Twitter @Cision. Cision is proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or other protected statuses. Cision is committed to building an environment where all employees are set up to thrive and reach their full potential. We believe diversity, equity and inclusion is vital to driving our culture, sparking innovation and achieving long-term success. Cision is proud to have joined more than 600 companies in signing the [CEO Action for Diversity & Inclusion™](#) pledge, the largest CEO-driven business commitment to advance diversity and inclusion within the workplace. Cision is proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, veteran status, or other protected statuses.