

Job Title: Associate Customer Content Specialist

Locations: Cleveland, Ohio & Albuquerque, New Mexico

Overview:

Cision is a leader in the professional communications software space. By investing in our brand and technologies, we are driving change in how communication pros distribute, monitor and evaluate their content. We invest in our people through training and management and empower them to drive their careers. Areas of importance for this Customer Content Specialist to be both proficient and efficient in include, but are not limited to:

- Strong customer service focus
- Become familiar with the company's full suite of products and services
- Meet or exceed Activity Metrics as assigned
- Educate clients on PR Newswire services, products and procedures
- Being able to navigate the various platforms that are essential to the success of the role (Salesforce.com, OMC, Hub, Oracle basic and advanced collections, UMT, IRIS, Media Studio)

Qualifications:

- Bachelor's degree required
- Detail oriented, goal driven
- Strong organizational skills
- Superior communications skills
- Strong background in customer service

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.