

## Job Description

**Job title:** Client Support Administrator  
(37.5 hours per week)

**Reporting to:** Client Liaison Manager

**Location:** The Square, Basingstoke

### **Job function:**

Responsible for the timely and accurate completion of the following tasks, and operational support for the Account Management team at Great Guns Marketing, Basingstoke.

### **Duties and Responsibilities**

1. Send email and mail shots on a regular basis, for the Account Management team.
2. To update all opt outs in t-point for the client databases.
3. To manage and execute client data analytics from start to finish, from brief stage to project completion, and produce results in report format ready for presentation by the Account Manager.
4. To Assist Account Manager in the presentation of all GGM Analytics reports to clients.
5. To source data for Client campaigns, researching the best providers and gathering accurate data selections to meet the Client's requirements. This can be a Client facing activity, carried out in or out of the Client's presence.
6. To manage other 'Bespoke' client reporting programs as and when required for corporate clients..
7. To act as a point of quality control when asked by an Account Manager, in reference to client databases. To ensure client databases are managed efficiently and in line with our standard processes. When necessary make calls on the databases to ascertain quality checks.
8. To work with clients on the design and execution of client email shots designed to support telemarketing campaigns.
9. To TPS check any databases necessary for use on Client projects.
10. As necessary undertake any other task not included in this job description as directed by a member of Senior Management or a member of the Board of Directors.
11. To deal with all phone enquiries relating to corporate clients and action needs.

## **Experience required**

1. Relevant qualifications – degree in marketing
2. Good oral and written communication skills with a good command of the English language
3. Computer literate with good skills in Microsoft Office applications (or equivalent)
4. Used to working on own initiative and leading client projects to achieve project goals