



Client Administrator

Location: Boston (MA 02144)

Job Type: Full Time

Ref: PCG245

Are you highly organized and detail oriented with excellent communication skills? We have an excellent opportunity for a Client Administrator who will be responsible for carrying out day-to-day tasks of the fulfilment component of our publishing clients' contract.

The Client Administrator will be a member of the PCG Client team. The administrator will be primarily responsible for all invoicing, customer service, sales support, and administrative functions, play a major role in the collections process and assist in the preparation of financial reporting documents for one of our publishing clients. The administrator will also act as sales support for marketing campaigns as well as coordinate conference participation for a variety of publisher clients and will be responsible for some general office tasks. Training will be provided for all aspects of the role, but the Administrator will need to be comfortable working with numbers and spreadsheets.

The main tasks include:

Invoicing

- Handle all aspects of generating and distributing invoices
- Execute daily transfer of data from the Ingenta business system to the clients' platform

Customer Service

- Personally respond or forward to appropriate person, all communications from customers via, phone, email or mail
- Facilitate all Administrative Tool functions for customers as required, such as IP's, usage reports, administrator access
- Work closely with technical point person and resolve all online access issues

Administrative

- Maintain customer accounts and contacts in the system
- Answer all incoming phones
- Receive all client mail

Month End and Quarterly Financial Reporting

- Produce the month end financials as required
- Produce the monthly sales tracking document
- Assist in reconciliation of all VAT documents on a quarterly basis

Collections Responsibilities

- On a daily basis, ensure all deposits, cash, wires, and credit cards are recorded into business system, ensure share breakdown of each transaction is sent to controller and noted on collections worksheet
- Deposit all clients' checks received in Boston office and process all credit card transactions with bank



- Follow up on outstanding invoices by phone or email based on prescribed schedule agreed to with our client

Sales and Marketing Support

- Set up trial access at the request of agents and sales representatives
- Research projects, subscription analysis as time allows with prior approval of Global Director
- Assist content sales representatives with marketing campaigns
- Coordinate conference attendance for publishing partners

Office Support

- Responsible for ordering office/kitchen supplies
- On a daily basis manage incoming and outgoing office mail
- General office support for the senior management staff

The successful candidate will have the ability to work as an integral member of a team, as well as autonomously and possess intermediate proficiency in Microsoft Excel.

Compensation and Benefits:

- Competitive salary
- Comprehensive benefits package including:
 - Medical, dental and vision insurance
 - 401k plan
 - Disability and life insurance
 - Paid time off

If you are interested in this exciting role please forward your resume to recruitment@ingenta.com quoting job reference PCG245.

Ingenta is an Equal Opportunity Employer (EOE).

About Publishers Communication Group (PCG) and Ingenta

Publishers Communication Group (www.pcgplus.com) is a division of Ingenta (www.ingenta.com) and is the leading marketing and sales consultancy for scholarly and professional publishers, with locations in Boston, MA and Oxford, UK. PCG was established in 1990 as a resource for scholarly publishers to more effectively work with the global library market. PCG offers qualitative and quantitative marketing research, international multilingual telemarketing services, UK and US based customer services operations, sales representation, and strategic consulting.