

# Client Service Representative

## Company Background

Founded in 1998 Moreover Technologies is the premier provider of real-time news and business information on the Web.

Moreover allows customers to create targeted data channels of breaking content that plug directly into any application or database, to track mentions of companies, brands, industries, trends, people, and any other topics of choice, across thousands of editorially selected news and business information sources.

Moreover has brought about a monumental shift in the nature of the distribution of news content. This shift affects the way news is delivered, used and purchased. Until Moreover, syndication rights were required to redistribute news content.

Unlike traditional content syndicators that resell proprietary information, Moreover's sophisticated technology continually scours the Internet to capture and distribute breaking news and business information from thousands of qualified, handpicked sources - including websites, weblogs and broadcast video and audio feeds.

## The Role

The Client Service Representative will provide world-class customer support to clients by phone, email and on the Web, and will assist the sales team with product trials and prospect inquiries. They will work alongside the other members in the client services team to provide global customer service to the highest professional standards and become a product expert.

## Key Skills Required

- Excellent interpersonal and communication skills, both written and oral
- Essential understanding of the values of customer service and dedication towards customers
- The ability to work independently and as part of a team with both local and virtual colleagues
- The ability to troubleshoot and problem solve
- Good editorial judgement for customizing and solving media monitoring related inquiries
- The ability to manage and prioritize a workload that is high and fast moving
- An experienced Internet user and familiar with 2.0 tools and trends

## Benefits

- Medical, dental, vision, life insurance, and matching 401k (US) / pension (UK)

## Contact Information

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