



PARTNER CARE SPECIALIST

Under Partner Relations Management Department

Job Definition:

This position contributes to DPC success by managing multiple relationships via customer touch points. Major duties include discovering advertiser needs, seeking solutions for new accounts, upgrading existing advertisers, and providing superior service and ensure advertising renewals, to ensure that all YP products and services promised are delivered complete and timely.

Key Accountabilities:

- Listening to advertisers to obtain pertinent information about the business itself, potential markets, problems faced in doing business, current advertising and results from it. Discusses role of DPC advertising in attracting new customers and retaining clientele.
- Prospecting new advertisers and company provided leads face-to-face for the purpose of seeking business solutions to bring them closer to their customers via DPC advertising platforms.
- Presents sample visuals and value proving background information, as basis for recommending advertising programs customized to meet the needs of each advertiser.
- Retain and grow the accounts

Qualifications:

- Graduate of a Bachelor's/college Degree in Business Studies/Administration/Management, Marketing, and Advertising/Media, Mass Communications or equivalent.
- Related experience in Customer Service
- Flexible and with excellent interpersonal skills and coordination experience
- Able to work well with all levels of internal management and staff, as well as outside clients and vendors.
- Ability to handle data accurately to solve problems efficiently in daily job
- Excellent verbal and written communication skills
- Proficient in MS Office applications