



JOB DESCRIPTION

Job Title	Department	Location	Reports to
Client Partner Executive: Records Creative	RCT	China	Head of Client Partner -Records Creative

JOB SUMMARY/OVERVIEW

The **Client Partner: Records Creative** is accountable for ensuring client satisfaction by thoroughly understanding the Clients brand, objectives, and creative vision.

This role entails evaluating and verifying record inquiries while collaborating with clients to understand their motivations and provide customized, creative solutions, ensuring the process is both accessible, motivating, and overall successful.

Their responsibilities include processing applications and enquiries, giving information about GWR, validating records, conducting research into new record ideas, etc.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The **Client Partner: Records Creative** role is designed to empower clients—whether individuals, organizations, governments, or nonprofits, whether internal or external—in reaching their ambitious goals by offering expert guidance and support, with a focus to support individual applicants.

This is accomplished through the following duties and responsibilities:

Client partnering

Client Relationship Management: Supports clients by aligning records with their vision and goals, offering tailored and creative solutions for success.

Feedback Collection: Gathers client feedback for process improvement, enhancing the record-breaking experience.

Customer Service Excellence: Maintains high client service standards with timely communication, supporting clients and ensuring seamless project delivery in line with SLAs.

Records management

Assessment of Record Enquiries: Utilizes knowledge of record guidelines to make informed, logical decisions, adapting policies as needed to manage various record scenarios.

Record Approval and Documentation: Reviews documentation for accuracy during record approval, streamlining processes without sacrificing rigor to simplify the verification journey.

Record Guideline Development: Collaborates with senior team members to create accessible guidelines, simplifying record-breaking for clients.

Creativity

Creative Brainstorming: Participates in brainstorming sessions for innovative record ideas, respecting each client's uniqueness while ensuring feasibility.

Research

Records research: Able to conduct in-depth research to support processing records claims as well as generating new records ideas.

Geographic area research: Use knowledge of own geographic area to suggest content, commercial leads, talent and ideas that match the regional office strategic goals.

Any ad-hoc tasks assigned by line manager

JOB REQUIREMENTS AND QUALIFICATION

Education: Undergraduate Degree

Other Knowledge, Skills and Abilities: 0-3 years' relevant working experience.

Knowledge:

- **Customer Service**: Understanding of best practices for client satisfaction and managing inquiries.
- **Project Management**: Basic communication skills and knowledge of project timeframes and deliverables.
- **SLA Understanding**: Familiarity with Service Level Agreements and their importance.

Abilities:

- **Client-Centric Focus**: Focuses on understanding the client's vision and offering solutions that empower them to succeed, ensuring a holistic support system throughout the journey.
- **Quick Learning**: Ability to quickly absorb new information with a positive attitude.
- **Effective Communication**: Clear verbal and written skills for smooth client and team interactions.
- **Attention to Detail**: Precision in tasks, particularly in application processing.
- **Problem Solving**: Identifying and addressing issues with guidance from experienced team members.
- **Collaboration and Innovation**: Fosters a collaborative environment with clients and internal teams, ensuring that the record solutions proposed are innovative, achievable, and aligned with the client's goals.

Skills:

- **Language skills**: Very strong verbal & written skills in English.
- **Organizational Skills**: Maintaining orderly application records.
- **Adaptability**: Flexibility in handling changing tasks and demands.
- **Listening Skills**: Active listening to follow instructions accurately.
- **Research Basics**: Fundamental research techniques as part of the role.
- **Confidentiality Awareness**: Commitment to maintaining the confidentiality of sensitive information.
- **Passion for Brand**: Enthusiasm for the company's brand and values, fostering dedication.

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