# **Media Researcher**

## Job spec

ResponseSource services help public relations professionals and members of the media communicate effectively with each other. Our Media Contacts Database provides thousands of users with up-to-date and accurate information on media outlets in the UK and Ireland.

We are seeking a focused, enthusiastic and hard-working individual who has a great telephone manner and good computer skills. Previous work experience in a customer focused (ideally office-based) environment would be preferred. The candidate must be adaptable to change in a fast-growth environment.

## What the job involves

* Research and compile information via phone, email and online resources
* Input information accurately into the ResponseSource Media Contacts Database, in line with agreed objectives and targets
* Work closely with other members of the research team to help ensure team targets are met/exceeded
* Handle client enquiries in a professional and timely manner
* Keep a record of all contact while researching and dealing with customers
* Write short industry related news stories and conduct interviews
* Monitor our journalist and PR enquiry service
* Suggest and assume ownership of ideas for product development
* Undertake additional duties as required

## About you

* Customer service experience (preferred)
* Proven ability to work both independently and as part of a team
* Excellent written and verbal communication skills
* Proven ability to work well under pressure and meet deadlines
* Proactive and self-motivated
* Excellent organisational skills and attention to detail
* Willingness to be flexible in approach and manage change
* Commitment to the objectives of the organization

**To apply, please email your CV and a covering letter to humanresources@responsesource.com explaining why you are suitable for the role, providing supporting evidence in relation to duties and responsibilities and examples of how you match the specification above.**