

Position: Customer Relations Assistant

Classification: Part-time

Location: London

Salary: Competitive based on experience

Since its inception in 2005, MLex has rapidly become a leading resource for exclusive market intelligence, analysis and commentary to finance, investment and legal professionals. Having recently launched in the U.S., we are currently looking for a dynamic graduate to take up the position as Customer Relations Assistant to support both our European and American offices.

As Customer Relations Assistant you will be based in our London office and will focus on managing all incoming customer enquiries. An important part of your job consists of updating and maintaining the MLex CRM database, as well as assisting in various marketing projects. In order to provide customer support in the U.S., the hours of the job will be from 2-10 pm.

The ideal candidate will be of graduate caliber, have an affinity with sales and IT as well as excellent verbal and written communication skills.

Role and Responsibilities:

- Providing first-level customer support
- Troubleshooting IT issues, escalating to IT team where appropriate
- Maintaining the MLex CRM database
- Supporting online marketing activities and events

Requirements

- Excellent oral and written communication skills (fluency in written and spoken English is essential)
- Excellent IT skills
- Attention to detail and high level of accuracy
- Ability to work efficiently with a sense of initiative and commitment

If you are interested in this opportunity please send your cover letter and CV to careers@mlex.com with "Customer Relations Assistant" in the subject.