



JOB DESCRIPTION

Job Title	Department	Location	Reports to
Records Manager	RMT	Beijing	Head of RMT

JOB SUMMARY/OVERVIEW

- This role exists to provide exceptional customer service, representing the Guinness World Records brand and explaining policies and processes for a specific territory. This role is predominantly oriented at servicing priority internal customers of consultancy business.
- This role is critical for GWR and is designed to support all commercial, Brand Comms, TV activities, and client activities in the Greater China region. The Records Manager is part of a team focussed on developing the business within the region and their main mission is to provide excellent service for internal and external local customers.
- This role will focus on:
 1. Record Management with an emphasis on understanding client's requirements and providing record solutions with creativity that help them to meet their goals.
 2. Working with CAST to understand more about how our records are used by clients and how we can continually improve on the services and consultancy that we provide.
 3. Promote records internally by delivering records policy trainings for other departments as well as offering records experience for internal and external customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Records enquiries processing

- Enquiries: Ensure enquiries from internal customers within China region are responded to within timelines and individual targets. Provide accurate, relevant, and timely answers, using the internal systems efficiently, documenting all actions. Offer personalised application service to special clients or key record holders.
- Records Assessment: Use extensive knowledge of existing records and formats to spot opportunities for new formats. Conduct in depth research, reach out to external bodies, and help other members of the team in assessing their titles.
- Writing Guidelines/research/propose minimums: Write and finalise guidelines for GWR formats and suggest well thought out guidelines for specific subjects for approval by line manager or central records team.
- Supporting adjudicators: Work with adjudicators on particular adjudications before and during event by offering records suggestions and guidelines improvement.
- Reviewing evidence: Use feedback from customers to suggest enhancement of processes. Review evidence, identify potential issues, discrepancies and fabrications and resolve complex cases of missing evidence. Support creative meetings: Participate in creative meetings, use knowledge of records to generate new records ideas for potential customers. Take roles as notetakers or facilitators if necessary.



Research and Analysis

- **RMT research:** Champion the relationship with the central records team, promoting their role and using them to peer review own work. Grow knowledge and confidence in own RMT expertise.
- **Geographic area research:** Use knowledge of own geographic area to suggest content, commercial leads, talent, and ideas that match the regional office strategic goals.

Internal trainer

- **Deliver internal trainings about records policy and process:** Use knowledge of own records experience to promote records within territory.

Other tasks

- Any ad-hoc tasks assigned by line manager.

JOB REQUIREMENTS AND QUALIFICATION

Education:

Undergraduate Degree

Training, License, Certification Requirements:

Other Knowledge, Skills and Abilities:

- 3-5 years' working experience, beneficial if having working experience in PR agencies or advertisement industry.
- Very strong verbal & written skills in English.
- Customer care: to analyse feedback on service and suggest improvements to make efficient use of resources, pre-empt service failures and align service to GWR strategic goals.
- Advanced Project Management Skills, including forward planning and coordination of large projects involving several people from different departments.
- Ability to prioritize work using time management and organizational skills.
- Models a collaborative team spirit, sharing information & offering to assist others. Solicits input from diverse perspectives.
- Capable of working independently and proactively while multi-tasking.
- Enthusiastic with a passion for the GWR brand.

Our commitment

Guinness World Records is an equal opportunity employer. We strive to be a diverse workforce that is representative of our audiences, and where everyone can thrive and belong. We are committed to including people with a variety of voices, identities, backgrounds, experiences, abilities and perspectives. We are determined to ensure that no applicant, freelancer or employee receives less favourable treatment on the grounds of race, disability, age, religion, sexual orientation, veteran status or marital status, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

If you are interested in the job opportunity, pls feel free to send your CV to:

Nina.Zhou@guinnessworldrecords.com