

FORGET ME NOT **Life Stories**™

SAVING LIVES... ONE STORY AT A TIME



JOB DESCRIPTION

Role – Client Manager

Reports to – Company Director

Key responsibilities

To be the client's point of contact throughout the entire process from the first planning interview through to delivery of a Forget Me Not Life Story product. This includes setting up and conducting all interviews, and project managing the work to completion.

The Client Manager will be allocated an area in which to work, centred around where they live, and this area will be defined upon acceptance of the position.

Key tasks

- Arrange and conduct recorded interviews with the client.
- Collect written material and images.
- Manage the client's project, through all aspects of story and design creation, to delivery of final product and obtaining client testimonial.

Skills/experience required

- Interviewing a range of subjects.
- Experience with the print production process is highly desirable, as is experience in journalism, communications and to a lesser degree, sales.
- Self-managing, good interpersonal skills and customer focused.
- Attention to detail and good organisational skills.
- Able to manage their time and the requirements of their own business, as this is a contract role.

Personal attributes required

- High level of interpersonal communication skills, emotional intelligence and a genuine 'people person'.
- An interest in working with older New Zealanders, and in the field of preserving family and company history in general, as well as genuinely understanding the value of the work.

Training and Remuneration

This is a contract role and may involve travel. Training and support will be provided to successful candidates.

Please email a cover letter and CV to info@yourlifestory.co.nz to apply, or phone Kate McCarthy on 021 02454 857 for questions.

Closing date Wednesday 31st March 2021. Note that candidates may be contacted for shortlisting before the closing date – don't delay applying.