



About the Company:

NISC Export Services (NES), a strategic software development partner of EBSCO Information Services (EIS) of Ipswich, Massachusetts is seeking "**Publisher Support Specialist**" for its location at Cherlapally, Hyderabad.

NES provides quality metadata services to world-class database publishers and institutes of higher education. We deliver unmatched value through a combination of process excellence, quality control and services such as information & content development, metadata modelling, controlled vocabulary services, data preparation, software development, product quality control & assurance, specialized email and technical phone support apart from assisting with product development. NES is renowned for its mastery in the de-duplication of bibliographic and metadata records through the creation of composite records.

Job Title: Publisher Support Specialist

Job Description: To obtain missing content from thousands of licensed publisher partners in both hard copy and e-data formats through contact and follow up with publishers and with groups that lend or sell out of print, or back issues via email and telephone.

Required Skill set:

- A strong proficiency in verbal and written skills in English & French including college level vocabulary, spelling, punctuation and grammar and sentence structure.
- Strong communication skills with the ability to communicate effectively with internal and/or external contacts of EBSCO.
- Experience & proficiency in Microsoft Office (Outlook, Excel, Word).
- Excellent Web browsing skills.
- Good understanding of how journal websites are structured and managed.
- Work as part of a team, as well as independently.
- Ability to absorb & note information in meetings/Training.
- Experience of working to tight schedules in a daily or weekly content publishing environment.
- Able to prioritize workload effectively and be extremely organized.
- Enthusiastic, keen to learn with an acute attention to detail.

Preferred Qualifications:

- A Degree in any discipline.
- B2 Level certification from Alliance Francaise with relevant experience.
- C1 level certification from Alliance Francaise with not less than 65% marks.

Working Conditions:

- Work Location: NES Office, Cherlapally, Hyderabad
- Timings: 9:00 AM to 6:30 PM
- Workdays: 5 Days a week