

GUINNESS WORLD RECORDS (GWR) is the global authority on record-breaking achievement. The iconic annual *Guinness World Records* book has sold over 138 million copies in over 20 languages and in more than 100 countries since 1955. Additionally, the *Guinness World Records: Gamer's Edition*, first published in 2007 and part of a growing GWR publishing programme, has sold more than five million copies to date. Guinness World Records' television programmes reach over 750 million viewers worldwide, and the GWR YouTube channel boasts more than one million subscribers, prompting more than 300 million views per year. The GWR website receives 21 million visitors annually, and we engage with over 12 million fans on Facebook.

**Records Manager**  
**New York City**  
**Permanent, Fulltime**

### **The Opportunity**

GWR is seeking a talented Records Manager to provide exceptional customer service, representing the Guinness World Records brand and explaining policies and processes for a specific territory. This role will provide a range of support for standard application customers, paying customers, and internal departments.

### **Main Duties & Responsibilities**

As a Records Manager your responsibilities will include:

- Process applications for existing record titles, provide record related support across all categories to internal departments and external customers for the US and Canada
- Assess new record proposals against GWR criteria and conduct thorough research to determine whether they meet our records criteria
- Respond to general record related customer inquiries, give record information and explain application process to customers for the assigned region by email or phone.
- Support PR plans by identifying potential record holders both for specific initiatives and more general PR and digital strategy
- Support one or more GWR departments (for example TV or Commercial) developing excellent working relationships, understanding the departments ethos, language and goals with the aim to becoming critical for the other department's success
- Help to manage adjudications process by booking and briefing adjudicators for record attempts. Look for the most appropriate adjudicator based on skills and experience. Process feedback from other departments and organise regular catch-up meetings with adjudicator to discuss feedback and process improvements
- Train to become an official adjudicator with the aim to attend record events
- Discuss new record ideas and guidelines amendments with expert Category Managers in our London headquarters and follow global policies for record evaluation
- Maintain a talent list for own region. Contributes to company presentations from own area.

### **Candidate Capabilities**

- Research-focused experience and ability to research a wide range of topics in great detail
- Customer service experience with the general public and business to business
- Time management and organizational skills
- Capable of working independently and proactively while multi-tasking Ability to work effectively with other GWR departments
- Bachelor's degree preferred

**How to apply**

Interested in the opportunity to gain experience from a strong brand with a great working environment? Send your CV and a covering letter to [AmericasHR@guinnessworldrecords.com](mailto:AmericasHR@guinnessworldrecords.com).

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.