

**POSITION TITLE:** CLIENT SERVICES PROFESSIONAL – 1A  
**DEPARTMENT:** CLIENT SERVICES  
**REPORTS TO:** CLIENT SERVICES MANAGER  
**FLSA CLASSIFICATION:** NON-EXEMPT  
**PREPARED DATE:** AUGUST 2011



**POSITION PURPOSE:**

This position is primarily responsible for providing customers and end-users with product and technical support.

**DUTIES AND RESPONSIBILITIES:**

- Accountable for responding in an effective and timely manner to customer calls, voicemails, and emails.
- Responsible for documenting and populating client service issues into the CRM database, in accordance with company policies.
- Develops and maintains positive relationships with EPP vendors, for the purpose of mutually providing outstanding service to company clients.
- Able to recognize opportunities to enhance client portfolios by upselling or cross-selling services. Accountable to engage sales team when such opportunities arise.
- Able to meet productivity standards.
- Develops and maintains rapport with clients, peers, supervisors, and vendors.

Other duties may be assigned

**MINIMUM QUALIFICATIONS:**

***Education and Work Experience***

- High School Diploma
- 6 months work related experience, preferably in Customer Service
- Preferred Customer Service Certification

***Knowledge and Skills***

- Extensive knowledge of CRM, Word, Excel, and Internet-based software.
- Strong understanding of customer and market dynamics and requirements.

- Ability to manage difficult or emotional customer situations. Responds promptly to customer requirements and solicits customer feedback to improve service satisfaction.
- Demonstrates a positive attitude with a willingness to continually develop skills and knowledge base.
- Able communicate effectively, focus on the customer, collaborate with others, solve problems creatively and demonstrate high integrity.
- Attention to detail in composing, typing, and proofing materials, establishing priorities and meeting deadlines.
- Excellent spelling, grammar and written communication skills.
- Excellent telephone and oral communication skills.
- Displays a willingness and ability to make timely decisions with sound and accurate judgment. Able to substantiate and include appropriate parties in the decision-making process.
- Able to maintain physical condition and stamina appropriate to the performance of assigned duties and responsibilities which may include sitting for extended periods of time and operating assigned office equipment, and other duties as assigned.
- Adheres to all company policies, procedures and business ethics codes.