

Client Services/Implementation Representative:

We are a software company serving local government that is looking for an individual that would like to utilize their customer skills to advance with a company that has a fast track plan for success. We offer a great work environment, competitive salary, full benefits and an opportunity to be part a team that grows the company. We are looking for high-energy people that enjoy a challenge and have a dream to provide the best support/training possible.

The individual will be responsible for creating an unforgettable client experience and would be responsible for the day-to-day client interaction and support by utilizing excellent in-depth knowledge of company products and programs. They would be directly responsible for determining client needs and making sure that client satisfaction exceeds the client's expectation. Candidate will work with the V.P. of Client Services to part of the best client service team in the industry.

Client Services Representative:

- Develops and implements procedures pertinent to the effective and efficient operation of the Client Service Department.
- Monitors programs and procedures to ensure on-time call backs and high levels of client satisfaction.
- Maintains in-depth working knowledge of Company's product and processes.
- Has high performance standards to exceed service goals of company.
- Maximize client satisfaction by monitoring performance and developing and managing proper metrics.
- Responds to client inquiries and problem solving in a professional and effective fashion.
- Acts as a resource in resolving client issues brought to the department.
- Partner with the management team to align client service department policies and systems with the company's objectives.
- Identifies and leverages drivers of customer satisfaction to enhance product and service delivery.
- Identifies emerging customer needs.
- Effectively manage and prioritize a large amount of calls/emails.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep detailed records of customer interactions
- Help build an internal and external client facing FAQ and Knowledge base.

Skills/Qualifications:

- Bachelor's degree from a four-year College.
- Minimum of 5 years of client service experience in the software industry.
- High Proficiency in Microsoft Office Suite, including PowerPoint, Word, Excel and Outlook.
- Experience with CRM and ticketing software.

- Proven ability to handle stressful situations, multiple tasks, and deadline pressures.
- Superior client relationship/account management skills and ability to be viewed as a trusted advisor.
- Ability to think strategically, understand clients underlying business needs, and align products or integrated solutions for client consideration.
- Strong problem solving skills with the demonstrated ability to identify research and make decisions based on the day-to-day and complex customer/prospect problems.
- Outstanding presentation skills required. Experience training or presenting data and information to clients in both formal and informal settings in a professional, clear manner.
- Strong teamwork orientation; understands that clients best interests are served through smooth, seamless service delivery.
- Can successfully communicate plans to all customers.
- Ability to promote teamwork within and across groups. Works collaboratively with others to maintain productive working relationships within and across boundaries.
- High level of integrity and willingness to work within a team environment.
- Experience in fast moving entrepreneurial organizations is preferable.