, LLC

**Job Title: Customer Service Specialist Department: Client Support**

**Job Summary:**

The Client Support/Customer Service Specialist will interact with the company’s customers/clients by fielding inquiries, complaints, comments, and requests. Offering specialized knowledge of company services and providing a higher level of customer support on a specific product or service. Working in the Company office, this individual should be reliable and efficient when completing the assigned tasks and covering additional duties.

**This is a Non-Supervisory Role**

**Benefits**

* Health / Dental / Vision Insurance
* 401k with Company Match
* Paid Time Off / Paid Sick Leave
* Holiday Pay

**Job Responsibilities:**

* Ensures that appropriate actions are taken to resolve customers problems and concerns
* Handling high call volume and phone traffic through PBX multi-line phone system (non-call center style)
* Answer all incoming telephone calls in a courteous, professional manner
* Enter and confirm all call information onto the database
* Call clients by telephone to verify future scheduled appointments
* Ability to appropriately respond to rapidly changing circumstances of Technology Systems
* Communicates to the supervisor any concerning issues or events that may occur
* Performs other related duties as assigned

**Qualifications**

* Excellent communication skills including active listening
* Service-oriented and able to resolve customer grievances
* Proficient computer skills with the ability to learn new software
* Knowledge of, or ability to learn, product, service, or area of customer service specialization

**Education**

* Must have high school diploma or equivalent
* Customer service experience required
* At least 1 year experience with the product or service to which the specialist will be assigned preferred

**Physical Requirements:**

* Prolonged periods sitting at a desk and working on a computer
* Must be able to lift up to 15 pounds at times.