Please tell me about your work experience as a client support specialist.

My organizational responsibilities at Shopko involve managing people and coordinating procedures, events, and training. I handle a lot of calls from various people related to business, events and new agents. I also have a Bachelor's degree in Business Management. At the Mason City Foundation, I handled the rentals, but I was also managing equipment required for activities. After the events, I used to follow up with clients by issuing bills and posting payments to customer accounts.

Tell me about a recent challenge you faced as a client support specialist and how were you able to handle it?

Every day at Shopko is challenging. Just last week we had a vendor for clothing merchandise who needed us to give additional space for their product in our retail store. They are a bigger brand and were making deals according to volume of sales. There were other small time players who wanted to be retailed and were ready to pay a fixed percentage of the sale. Of course, the management team handles the decision, but I had to manage a lot of the vendor-client communications, and I can't afford to lose any of them. I was on my toes and communicated with my supervisors and managers to mediate a smooth negotiation amongst all parties.

You have mentioned training agents. Tell me more about the challenges and achievements in handling this.

We train agents to manage our expanding retail chain. They are given extensive onsite training and upon successful completion, are certified and placed as an assistant sales manager in our outlet. I have to see that they get adequate exposure and hands-on experience with different functions and arrange appropriate mentors. It is challenging to pair the agents with the appropriate mentors for field training while also tracking their progress. I am happy that several of the candidates trained by me are now store managers and doing well.

How do you balance demands from multiple tasks at work like training agents and managing client accounts?

I am constantly required to multi-task, and I have to be alert all the time. I have to be fully aware of customer agent needs, which helps me to keep the other person's perspective in mind. I use notes and reminders to follow up on tasks and make sure that I close and reply to all emails that I receive on the same day. Getting behind on emails is a slippery slope, and I avoid it. This is one of the main things I do to balance my tasks. As for generating reports for agents, I keep a regular update of performance feedback for each agent and use these to generate reports at the month end.