CLIENT SOLUTIONS SPECIALIST

Current Incumbent: None
Reports to: Client Solutions Manager
Status: Full-Time
Updated: 08/01/2017

Department: Member& Affiliate Services
Direct Reports: 0
Indirect Reports: 0

SUMMARY OF POSITION:

On the "front lines" of the customer experience, The Client Solutions Specialist provides excellent service and support to all clients who contact the organization. Working with a team of other specialists to address end user issues via phone and email, assisting clients with a variety of tier one and tier two requests ranging in topic, covering a majority of organizational information and services.

PRINCIPAL ACCOUNTABILITIES:

- Assess customer needs and respond to client inquiries in a timely and professional manner via a variety of mediums (email, phone, in-person, mail)
- Work to create engaged and satisfied clients by providing a high level of support and attention to detail.
- ticketing system to handle client inquires and follow them through to resolution
- Maintain an orderly workflow according to priorities
- Work with Client Solutions manager to ensure proper customer service is being delivered
- Meet personal/client solutions team inquiry handling and return targets
- Prepares for client inquiries by understanding products, services, and customer service processes
- Act as liaison to one or more departments to assist client solutions team with understanding upcoming company initiatives and anticipating potential client inquiries
- Work within current organization database to verify and update client information when needed

STANDARDIZED

POSITION QUALIFICATIONS:

Required

- Bachelor's degree in a relevant field
- 6 months - 2 years of customer service and support experience, ideally in an IT, customer or membership driven environment
- Strong client facing and communication skills
- Strong oral and written communication skills
- Solid organizational skills with ability to balance multiple responsibilities
- Familiarity with the Internet and Microsoft Office products

Preferred

- Experience in membership-driven trade or professional association, or national non-profit organization

Resume, cover letter and salary history/requirement must be submitted to be considered. Please send to Resumes@naahq.org. No phone calls, please. EOE M/F/H/V