



CLIENT CARE SPECIALIST

Reports To: Operations Manager

General Summary

Provides friendly, knowledgeable, and prompt support for customers. Coordinate efforts of field technicians, management and administrative personnel to achieve effective delivery of company products and services to customers through extensive use of computer scheduling programs and direct telephone contact.

Principal Duties and Responsibilities

Communications

- Extensive phone work with internal/external customers and the general public
- Clear, timely, accurate communication of services and sales information to the parties involved
- Prioritize requests and tasks; share priorities with the team
- Assist in training of Customer Service Representatives and others, as requested

Computer Skills

- Effectively utilize IT hardware and software programs used by the company
- Maintain accurate record maintenance within customer service software
- Assist in the routine/special scheduling of Service Technicians
- Produce information and summarize service activities for reports

Customer Relations

- Handle internal/external tasks and customer follow-up in a proactive and timely manner
- Interface with customers on renewal, follow-up and customer surveys

Productivity

- Ensure that workload is performed efficiently, with emphasis on ticket return, notes management, and reporting.

Sales Support

- Administer proposals and prospect list; responds to leads and referrals

Credit and Collections

- Uses letters effectively; makes quality phone solicitations

Other

- Perform other duties, projects and responsibilities as requested
- Be a true team member and strive for the highest level of customer service. Welcome new customers and go the extra mile to retain the existing customer.

Basic Qualifications

- High school degree or equivalent
- Strong customer service preferred
- Customer service operating system experience preferred
- Ability to work with, recall and share lots of customer information
- Excellent verbal and written skills