



Position Description

Front Line Client Support Representative

Reports to: Front Line Client Support Manager

Position Summary/Objective:

As a client advocate, the ITS (Industrial Training Services,) Front Line Client Support Representative is responsible for providing effective customer service for all internal and external customers by using excellent, in-depth knowledge of company products and programs as well as communicating effectively with team members within the company.

Expectations/Summary of Responsibilities:

1. Maintain a positive, empathetic, and professional attitude toward customers
2. Front line for all incoming phone calls, emails, and tickets
3. Respond to client questions and concerns, and walk clients through basic troubleshooting or setup processes
4. Direct requests and unresolved inquiries to the designated resource
5. Follow communication procedures, guidelines, and policies
6. Follow up to ensure resolution
7. Maintain ticketing database, keep records of client interactions, create new accounts, and file documents
8. Partners with the account teams to meet and exceed customer's service expectations

Measurements:

- A. Monthly check-in with Director of Client Support.
- B. Daily check-in with Front Line Client Support Manager
- C. Achievement of agreed upon growth initiatives

Education and Training:

Bachelor's degree or experience in related client support.

Work Skills:

1. Proficient in Microsoft Office (Word, Excel, Outlook)
2. Familiarity with SaaS
3. Prior Experience with CRM (Preferably Salesforce)
4. Strong written and oral communication abilities. Able to convey technical information to non-technical personnel at all levels



5. Excellent interpersonal skills and ability to build trusted relationships with individuals at all levels of an organization
6. Time Management, ability to prioritize tasks
7. Problem Solving
8. Documentation skills
9. Critical Thinking
10. Detail Oriented
11. Excellent active listening skills
12. The ability to work independently and within a team

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.