



Job Title: Client Success Specialist

FLSA Status: Non- Exempt

Reports to: Client Success Supervisor

Location: Remote

Revision Date: 9.26.2022

JOB SUMMARY:

This position is responsible for providing an excellent client experience by responding to clients and their applicants' inquiries using any number of methods including but not limited to phone, email, mail and live chat. Responsibilities include building client partnerships with continued accurate and thorough service, maintaining operational goals/efficiencies, meeting key performance indicators (KPIs) and working with support groups to provide excellent customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Include the following (other duties may be assigned):

- Responsible for telephone and electronic customer service
- Must be able to multitask between light phone volume, live chats and emails
- Respond to client/applicant inquiries and conduct investigations to resolve client concerns
- Proactively place calls to clients as needed to report status or to gather necessary information to complete orders
- Follow up on all outstanding client exceptions and inquiries daily
- Prioritize, multi-task, and stay on top of email, voicemail, faxes and other means of communication between clients and coworkers in order to meet time service objectives
- Ensure the quality of customer service and maintain a good rapport with our clients
- Work closely with other departments including Operations and Sales to help build and maintain client partnerships
- Perform other clerical, administrative or customer-oriented projects/tasks as assigned by senior management

EDUCATION/EXPERIENCE:

- **Education:**
 - Minimum: High School Diploma or GED
 - Preferred: A two or four year degree from an accredited College/University



- **Experience:**

- Minimum: 6 months of experience in a customer service role
- Preferred: 1 year of experience in the Background Screening industry and 1 year of experience in a customer service position or equivalent role.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and/or abilities required for this position:

- Proven excellent customer service skills and positive attitude
- Positive team player mentality
- Emphasis on a strong sense of urgency
- Detail oriented, organized and able to multitask
- Strong interpersonal (verbal and written) skills
- Understanding of professional office etiquette exemplifying professionalism at all times
- Self-starter with ability to work independently on projects with little guidance
- Determination to overcome obstacles with a positive “can do” approach
- Critical analysis of situational needs
- Reliability – must be at work on time and work the schedule assigned by their manager
- Trustworthy – ability to handle confidential information and protocols
- Able to learn and apply processes and procedures
- Possess a keen ability to follow through, be responsive, be a team player and committed to helping customers
- Ability to maintain high quality of work
- Proficiency with Microsoft Office Suite applications
- Good computer keyboarding skills
- Ability to work flexible work hours or shifts (days/evenings/weekends) if required

WORK HOURS:

This position is currently a 40 hour/week schedule and will cover the Customer Service hours of 9:00 AM to 5:30 PM, Monday through Friday.

Overtime may be required as needed to meet key objectives.

PHYSICAL REQUIREMENTS:

- Walking. Moving about on foot to accomplish tasks, particularly for long distances or moving from



one work site to another.

- Talking. Expressing or exchanging ideas by means of the spoken word. Those activities in which individual must convey detailed or important spoken instructions to other team members accurately or quickly.
- Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- Close visual acuity for preparing and analyzing data and figures; viewing a computer terminal; extensive reading; visual inspection.
- Subject to both environmental conditions for activities that occur inside and outside.

EQUAL EMPLOYMENT OPPORTUNITY:

AccuSource, Inc provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetic information, pregnancy, gender identity, sexual orientation, status as a Vietnam-era, special disabled veteran or other veteran, or any other status or characteristic protected by applicable federal, state and/or local laws.

AT WILL EMPLOYMENT:

AccuSource, Inc is an "At Will" employer and nothing within the job posting or description should be construed as an offer or guarantee of employment.

AccuSource, Inc reserves the right to modify, interpret or apply the job description in any way the company desires and the job description is not a contract for employment.

Any offer of employment is conditional upon the successful completion of a background investigation and drug screen.