



Client Service Representative (CSR)

Overview

The Client Service Representative (CSR) is responsible for managing existing and soliciting add-on business from an assigned account base. In this role, the CSR plays an integral part in generating additional revenue opportunities for the company. This individual will also support the sales efforts provided by Hybrid Sales & Marketing. The ability to work independently with minimal supervision is critical to experiencing success in this role.

Responsibilities

- Oversee existing client relationships and corresponding shipping lanes/opportunities through daily client contact
- Developing an intimate understanding and anticipation of customer business flows
- Actively mine customer base and prospect new and existing business within assigned area
- Soliciting add-on business from assigned account base
- Handling incoming order processing and quote requests
- Account review and analysis
- Effectively plan to meet and exceed assigned company targets and customer goals
- Identify customer issues and provide resolution or escalation options

Qualifications

- Strong customer service skills focused on relationship development
- High activity level
- Must be motivated, self-directed, communicative and professional
- Exceptional phone skills
- Attention to details and accuracy
- Ability to multi-task
- Capacity to resolve conflict
- Team-oriented approach
- Strong decision making skills
- Problem solving and analytical skills
- College degree preferred, but not required
- Computer skills: Keyboarding, MS Office, Internet, Maps, and proven ability to learn proprietary system(s)
- Education: Minimum four (4) years college education, CSR experience, or combination thereof

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Compensation

- Salary + Bonus, commensurate to experience and education.
- Full time, exempt position, eligible for group benefits including Health, Dental, Term Life Insurance, 401(k), and Paid Time Off (PTO) program