

Client Support Specialist I

Position Summary:

A Client Support Specialist I will be responsible for successful customer experiences through proactive communications to ensure the highest level of customer satisfaction and loyalty which will ultimately result in future revenue growth opportunities and build internal practices through direct customer feedback. The Client Support Specialist I will answer inbound support calls from clients in the legal profession. In this position, you will join a team of professionals who are responsible for ensuring every customer's interaction is the best-in-class experience. You will combine a passion for service and discover innovative solutions with our top-ranked software to help customers enjoy every drop of value within our products.

Essential Job Functions:

- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures; demonstrate empathy
- Collaborate with individuals and teams to ensure high quality and timely completion of customer requests
- Maintain broad knowledge of client products, services, advertising and sales promotion
- Communicate product updates, new features, and functionality to client base
- Use troubleshooting techniques and tools to identify the root cause of issues
- Advise/educate clients within procedural guidelines to ensure a complete solution to their technical or service questions
- Serve as customers' daily point of contact for issue resolution and questions to strengthen customer satisfaction and loyalty
- Responsible for ongoing customer "Voice of the Customer" feedback distribution to management to help drive strategic initiatives and program improvement
- Other duties as assigned

Knowledge, Skills and Abilities:

- Comfortable with multitasking and navigating multiple applications
- Courteous with strong customer service orientation
- Dependable with proficient attention to detail, good listening and responding skills
- Must be flexible with the ability to adapt to changes quickly and think conceptually
- Strong work ethic, energetic, motivated, and excellent communication skills
- Must remain calm in stressful situations and be able to work independently
- Proficiency in the use of Microsoft Office programs, specifically Word and Excel
- Creative and strategic thinking skills, specifically regarding client retention and client satisfaction



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Job Requirements:

- High school diploma or high school equivalent required
- 2+ years of inbound/outbound call center experience preferred
- Must be available for On-Call work

Details:

- Job Category: Administrative Support Worker
- FLSA Code: Non-exempt
- Work Location: Corporate – 500 E. John Carpenter Frwy Ste. 250, Irving, TX 75062

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