POSITION TITLE: Client Support Specialist

Employment Type (FT, PT, Contract): FT Contract
Rate of Pay: $15-18
Job Location: Brantford
Hours of Work: 40 Per Week
Start Date: ASAP
Application Deadline: June 10, 2019

COMPANY NAME: InvestorCOM
Street Address: 70 Easton Rd
Phone: (519) 805-4918
Fax:
Email: jtoito@investorcom.com
Website: https://investorcom.com/en/

General Description of Duties:
Reporting to the Client & Care Supervisor, the Client Support Specialist is a member of a dedicated, customer focused team (Client Services) that is responsible for ensuring that the day-to-day execution of contracted services are carried out in a quality fashion by implementing a team approach together with the Client Service Associates and other internal departments as required. The primary objectives of the Client Support Specialist are to maintain existing relationships with clients, execution of contacted services and provide additional support to the Client Services team members for complex issues to ensure InvestorCOM is a valued and trusted partner.

This is a contract position covering for a maternity leave.

Responsibilities:

• Field multiple telephone and email requests for clients, including daily, monthly and supportive time sensitive tasks
• Deliver superior customer service by utilizing customer service techniques – problem solving, efficient follow-up, identifying new client requirements and escalating when necessary
• Follow process documentation guides for each job function to ensure standard policies and procedures are maintained
• Coordinating print requests from clients and updating the Digital Asset Management System
• Record and/or maintain accurate information within ticketing and call centre systems
• Assist with recording, compiling and reporting client level information and metrics to ensure clients’ SLA requirements are being met
• Perform QA and quality checks on web-based client applications and enhancements
• Document any additional billing related items to support the finance team’s monthly invoices for client programs or service requests
• Manage back office activities to maintain client functions

Skills and Experience Required:
Education:
• Must possess a post-secondary education and/or equivalent academic and development experiences preferred in business management, information technology or related discipline

Experience:
• 2-3 years of experience in B2B or Financial Services, in a similar role
• Demonstrated technical expertise with Internet and web applications is critical.
• Print knowledge and exposure to implementation of IT solutions is an asset
• Experience in an environment with cost sensitivity and focus on efficient operations is an asset

Skills & Abilities:
• Exceptional customer service skills with the ability to proactively assess, clarify and validate customer needs on an ongoing basis
• Proven conflict resolution, negotiation and objection handling skills
• Attention to detail in all areas of work with outstanding multi-tasking, organizational and time-management skills
• Ability to operate personal computer with various software programs including InvestorCOM’s web applications, MS Word, Excel and Outlook, NAV-ERP system
• Excellent interpersonal and communication skills
• Reliable and enthusiastic
• Ability to work in a fast-paced environment under pressure in a calm and professional manner
• Work well in a team and independently

How to Apply:
Please email your resume to jtoito@investorcom.com or apply directly on https://investorcom.bamboohr.com/jobs/view.php?id=78

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