



Customer Service Assistant (CSA)

Reports To Manager of Customer Service
FLSA Hourly, Non-Exempt - Full Time
City/State Little Rock, AR

Description **GENERAL DESCRIPTION OF POSITION**

The Customer Service Assistant (CSA) is responsible for providing effective, timely and professional customer service for all internal and external customers by using excellent communication skills and in-depth knowledge of company products and programs. The CSA is cross trained in several “key responsibility” areas of the organization to provide administrative support to other departments to ensure quality and expedient customer service. The CSA is responsible for entering data into the call log/ticketing system to maintain accurate records for all incoming calls and email activity. Additionally, the CSA serves as the receptionist to assist office visitors, provide information and hospitality, and monitors the orderly operation of the office.

Requirements **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Serves at the primary contact in answering all incoming mainline calls to address questions, provide information, resolve problems, or redirect to the appropriate department or individual to achieve customer satisfaction/resolution
- Resolve problems by clarifying the customer's concern; determining the cause of the problem; selecting and explaining the best solution to address the problem; expediting correction or adjustment; following up to ensure resolution
- Respond to all incoming emails (including general company email boxes) in a timely manner or distribute as necessary
- Cross trained on key accountability areas listed below to provide administrative support
- Build sustainable relationships of trust through open and interactive communication. Go the extra mile to support and engage customers
- Sort/Log/Deliver mail and deliveries
- Assist with membership payments and refunds as needed
- Monitor and maintain company voicemail box
- Enter data into the call log/ticketing system to maintain accurate records for all incoming calls and email activity and ensure tickets are completed
- Provide reception and hospitality for all office visitors
- Ensure orderly operation of the office conference and meeting rooms
- Compass product knowledge and support consisting of:
 - Field calls – Access Issues– review acct status, log in credentials-update email/password as needed and ensure access for one call resolution
 - Potential Sales opps/follow up calls about contract/invoices
 - Compass administrative and technical assistance
- Conference and Meetings knowledge and support for all clients, consisting of:
 - Date/Price Points/Location Details
 - Assist callers with inquiries relating to registration



KEY ACCOUNTABILITES

The Customer Service Team is responsible for providing administrative support in the following areas:

MEMBERSHIP

- Assist in responding to member questions, provide information, or redirects calls to the appropriate department or individual
- Research and resolve member inquiries, providing solutions/answers to meet their needs/expectations (by phone and email inquiries)
- Organizational membership account management
- Ensure data integrity practices are followed
- Assist Membership team with deliverability audits of membership renewal notices and resolve any discrepancies
- Processes membership applications as needed, including individual and organizational memberships, and ensures that all membership requirements and application criteria are met

CERTIFICATIONS & CONTINUING EDUCATION

- Prepare and mail new and renewal certificates
- Prepare and mail renewal letters
- Process ACM verifications
- Assist with audit processes
- Liaise with PSI to troubleshoot candidate issues

CLIENT SERVICES FOR ASSOCIATION MANAGEMENT

- Provide administrative support to Executive Director
- Coordinate and process shipments for conference supplies and materials

SALES/ACCOUNT MANAGEMENT

- Field all inbound customer support inquiries, related to assigned products and/or sales, document customer interactions in Salesforce and route to Sales and/or Development as necessary.
- Maintain leads and customer notes in Salesforce
- Deliver/facilitate onboarding/training webinars for product administrators (subscriber-side) to facilitate product implementation
- Establish and maintain relationship with the key contact from Organizational Members accounts to monitor and revise group rosters with the goal to fill the roster for each account
- Collaborate with Accounting to ensure timely invoicing, coordinating any additional documentation to be completed for vendor set-up, etc.

VIRTUAL MEETING PLATFORM - TECHNICAL FACILITATION

- Zoom technical facilitation – calendar management, event set up; including customized email set up and schedule, assistance with testing, troubleshooting, and training presenters
- Tech calls and research with meeting platforms



EDUCATION, EXPERIENCE & SKILLS

- High School Diploma, College degree preferred
- Minimum of two years in customer service/administrative experience in a professional, non-retail environment
- Ability to multi-task and manage multiple projects and activities
- Excellent verbal, written and interpersonal skills – ability to professionally interact with diverse populations
- Strong phone contact handling skills and active listening
- Effective analytical, organizational, detail orientation and follow up skills
- Ability to work effectively both independently and as part of a team
- Reliable and timely within the business operating hours
- Ability to work on tight deadlines and extraordinary attention to detail
- Ability to effectively organize work, establish and maintain schedules
- While performing the duties of this job, employees are regularly required to sit, walk and stand, talk or hear, both in person and by telephone, use hands repetitively to handle or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds

SOFTWARE SKILLS REQUIRED

- Proficient: Microsoft Word, Excel, Outlook, PowerPoint
- Intermediate: CRM/Contact Management

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EQUAL EMPLOYMENT OPPORTUNITY

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.