



## 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 an entry-level position working in a high-performance role for providing effective, timely and professional customer inquiries via calls, emails, and fax. The CSA provides departmental administrative support and is responsible for customer-oriented tasks in a fast-paced work environment. These responsibilities include:

- Partnering with our customers to determine the best resolution for all call, email, and fax inquiries, requests, and concerns
- Assisting with website navigation, product support and payment processing
- Account navigation and maintenance for all clients
- Communicate and collaborate within the customer service team and across other departments to report trends and continuously improve the customer experience

**Requirements** **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Responsible for answering all incoming calls to address questions, provide information, resolve problems, or redirect to the appropriate department or individual to achieve timely customer resolution
- Navigate through applications to resolve customer inquiries
- Respond to all incoming emails in a timely manner
- Cross trained on departmental administrative assignments as listed below
- Enter all inquiries and interactions into the call log/ticketing system. Maintain accurate contact records at all times
- Ensure all tickets are completed
- Identify new opportunities by providing feedback on our current platform to create a better customer experience and prevent any potential roadblocks
- Provide information about company products, services, and events
- Maintain conference and product knowledge to ensure accurate information is provided to all customers



## **DEPARTMENTAL ADMINISTRATIVE ASSIGNMENTS**

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

### **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 (external testing platform) 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
- Provide customer support for virtual events

### **EDUCATION, EXPERIENCE & SKILLS**

- High School Diploma, College degree preferred
- Minimum of two years in customer service/administrative experience in a professional, in-bound call environment
- Strong phone contact handling skills and active listening
- Ability to multi-task and manage multiple projects and activities
- Excellent verbal, written and interpersonal skills – ability to professionally interact with diverse populations
- Effective analytical, organizational, detail orientation and follow up skills
- Ability to work effectively both independently and collaborate within a team
- Must be 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.