

Client Support Analyst

Duration: Contract to Hire – Permanent

Location: Morristown, NJ

Summary:

In a highly competitive technology and telecom industry where services for enterprise clients have become commoditized, the distinguishing factor of service is often at the hand of the Client Support Analyst. The Client Support Analyst proactively interacts with customers to provide functional & technical support, bill auditing, pricing, order support, and project management. The “CSA” is the advocate for a client within a space where carriers continue to cut costs and outsource their service teams. Entry-level position in the technology industry with ability to grow with Organization.

Duties and Responsibilities:

- Assist Account Executives in developing pricing requests and presenting proposals to customers.
- Provide technical support and track trouble tickets to resolution for client issues such as: outages, billing disputes, and Moves, Adds, Changes, Disconnects orders.
- Interface with carrier service departments on behalf of clients.
- Work with Account Executive to obtain contract renewals.
- Assist in the preparation of periodic performance reviews with clients
- Provide clerical support.
- Through frequent interaction with client, uncover new sales opportunities.
- Track and verify all client sales through ordering, implementation, and billing.
- Establish rapport with client contacts by proactively checking to confirm they are receiving services levels to their satisfaction, and adherent to their carrier contracts.
- Keep records of customer interactions and transactions utilizing internal CRM tool.
- Requires frequent Client Site visits.

Skills and Specifications:

- Experience in customer relations in other service companies, experience in Telecommunications industry is a huge benefit.
- Proficient in Microsoft Office Suite with emphasis on Microsoft Excel.
- Excellent verbal and written communication skills.
- Organization and project management skills with an emphasis on coordinating between client, carrier, and internal resources. Must feel comfortable keeping others on task.
- Critical thinking coupled with listening skills is a must in order to diffuse client issues properly, and in a timely manner.
- Ability to work with clients of varying personalities and temperaments through excellent interpersonal and social skills.
- Tech-savvy mind with ability to learn new technologies and systems.

****IF AVAILABLE ASAP AND ABLE TO INTERVIEW IMMEDIATELY PLEASE REPLY TO agilbert@cloverbcm.com with an UP TO DATE RESUME IN WORD DOC****