

Customer Success Specialist

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: \$15.84 to \$18.34 hourly
Employment status: Contract / Temporary

Description

We have an exciting opportunity for a motivated Customer Success Specialist! If you are a customer service professional who thrives in a fast-paced environment and is passionate about optimizing client experiences and elevating customer relationships, then we have the position for you. This role involves helping maximize the customer experience to help drive loyalty and increase revenue, managing customer relationships, and working in a high-volume environment.

What you get to do every day

- Lead training for customer-facing staff to improve customer service and loyalty
- Brainstorm and implement methodologies to improve the customer experience
- Provide exceptional customer service in a fast-paced environment
- Promote customer retention, acquisition, and loyalty
- Develop, track, and analyze customer success metrics
- Solve complicated problems and issues

Requirements

- Familiarity with call-tracking and being held accountable to KPIs
- Prior customer service/call-center experience, preferably in a fast-paced & high-volume environment
- Excellent analytical, interpersonal and research skills
- Strong technical skills including knowledge and experience with customer relationship management software (CRM)
- Strong skills in business writing, including the use of email correspondence

If you have immediate availability and meet the qualifications, you may be the candidate we've been searching for and we encourage you to contact us today!

Robert Half is the world's first and largest specialized talent solutions firm that connects highly qualified job seekers to opportunities at great companies. We offer contract, temporary and permanent placement solutions for finance and accounting, technology, marketing and creative, legal, and administrative and customer support roles.

Robert Half puts you in the best position to succeed by advocating on your behalf and promoting you to employers. We provide access to top jobs, competitive compensation and benefits, and free online training. Stay on top of every opportunity – even on the go. [Download the Robert Half app](#) and get 1-tap apply, instant notifications for AI-matched jobs, and more.

All applicants applying for U.S. job openings must be legally authorized to work in the United States. Benefits are available to contract/temporary professionals. Visit <https://roberthalf.gobenefits.net/> for more information.

© 2023 Robert Half. An Equal Opportunity Employer. M/F/Disability/Veterans. By clicking "Apply Now," you're agreeing to [Robert Half's Terms of Use](#).

[Apply Here For Job Posting](#)

This Job Posting will expire in 10 days.