

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: \$17.10 to \$18.00 hourly

Employment status: Contract / Temporary to Hire

Description

We have an exciting opportunity for a motivated Customer Success Specialist! If you are a customer service professional who is passionate about optimizing client experiences and elevating customer relationships and thrives in a fast-paced environment, then we have the position for you. This role involves working in a high-volume environment, managing customer relationships, and helping maximize the customer experience to help drive loyalty and increase revenue. Candidates MUST be available for either shift time: 12pm-8pm OR 3pm-11pm Monday-Friday

Responsibilities

- Deliver outstanding customer service in a fast-paced environment via phone and/or email correspondence
- Drive customer acquisition, retention, and loyalty
- Solve complicated problems and issues
- Develop, track, and analyze customer satisfaction metrics
- Brainstorm and implement strategies to improve the customer experience
- Train/coach customer-facing staff to improve customer service and loyalty

Requirements

- **MUST be available for either shift time 12pm-8pm or 3pm-11pm**
- Proven knowledge and familiarity with call-tracking and being held accountable to KPIs
- Prior customer success or call-center experience, preferably in a fast-paced & high-volume environment
- Excellent analytical, interpersonal and research skills
- Advanced business writing skills, including the use of email correspondence
- Strong computer skills including knowledge and experience with customer relationship management software (CRM)

We want to hear from you if you have the right skills for this role and are available to start immediately!

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