

Job Train - Menlo Park (5924)  
To: Employment Counselor  
Date: 05/18/2024



94536  
Fremont, CA, 94536

## Client Support 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:** \$21.00 to \$24.00 hourly  
**Employment status:** Contract / Temporary

### Description

This Client Service Specialist position via Robert Half in a dynamic, rapidly-changing call center might be the job for you, if you're looking for work in the public services field. The Client Support Specialist love's building solid customer relationships will be interested in this position, if they are articulate and highly skilled. This Client Support Specialist position is based in the Fremont, CA area and is a long-term contract / temporary to hire employment opportunity.

### Responsibilities

- Provide accurate, friendly customer service in a timely fashion
- You will likely support business development and client referral goals by actively cross-selling and referring customers
- Manage and place incoming telephone calls
- Manage the fielding and sending of important written business correspondence

### Requirements

- Comfort and confidence when interacting with internal and external partners and clients/customers
- Positive attitude and an engaging businesslike approach
- Strong communication skills, both verbally and in writing
- Customer service experience desired
- Deep understanding of communication
- Knowledge of Microsoft Office
- 1+ years of past relevant experience
- Foundational knowledge of Customer Relationship Management (CRM) systems, e.g. ACT!, Illustrator, Highrise, and Insightly
- Proven computer skills
- No stranger to performing extensive research to resolve complex customer inquiries

- Strong customer service and office administrative skills

- Strong problem solving and analytical skills

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**This Job Posting will expire in 10 days.**