

Autochem Corporation

Job Description

## Client Service and Account Specialist



**Department:** Autochem

**FLSA Status:** Non-Exempt

**Grade/Level:**

**Work Schedule:** Monday-Friday; Saturdays as needed

**Job Status:** Full Time

**Reports To:** Manager of Internal Operations and Client Service

**Amount of Travel Required:** No travel required

**Positions Supervised:** none

### POSITION SUMMARY

Ensures customer satisfaction and concierge service by providing clients with information, and quickly and effectively resolving any service issues. Gives support to Autochem Account Manager and Manager of Delivery and Quality Assurance in ensuring all client requests/issues are resolved in a timely and professional manner. Responsible for preliminary data gathering for analysis as requested by Manager of Internal Operations and Client Service.

### TECHNICAL AND LICENSING REQUIREMENTS

Working knowledge of Microsoft Office Suite, QuickBooks, internet applications.

### SKILLS & ABILITIES

**Education:** High School Graduate or General Education Degree (GED)

**Experience:** 2+ years in CSR and/or Accounts Receivable/Collections position preferred.