**Client Success Associate**

**Hours: 10:30 – 7:00 PM Monday-Friday**

The Client Success Associate position is responsible for providing exceptional customer service to clients in a professional manner through a variety of communication mediums. CSA’s play an integral role in Aramark Refreshment Services’ (ARS) growth and retention strategy by promptly addressing client requests and educating clients on our products and services to grow market share.

**SPECIFIC RESPONSIBILITIES:**

* Pro-actively engages clients to obtain product orders as assigned.
* Employs professional telephone sales techniques to maximize sales and grow market share by consistently engaging clients via up-selling opportunities. I.E. VOID closure, marketing promotion offerings, etc.
* Builds and maintains positive client relationships to foster growth and retention.
* Addresses client requests for order placement and/or service requests in a consistent manner via standard operating procedure adherence.
* Utilizes designated systems to document all client interactions, outcomes and follow-up requirements.
* Identifies and escalates risks to customer retention via standard processes to the appropriate parties.
* Manages inbound customer inquiries via phone, email, and web mediums to ensure all established service level expectations are met or exceeded.
* Establishes a strong working relationship with operational partners to support client growth and retention strategies.
* Assists in the maintenance of current and accurate customer contact information and requests within Salesforce.
* Contributes to a positive and collaborative work environment.
* Performs other duties as required or assigned in accordance with scope of activities enumerated above.

**EDUCATION:**

* High school diploma or equivalent is required.

**EXPERIENCE:**

* Two years of customer service experience in an environment with defined performance standards and expectations is required.
* Salesforce or similar CRM system experience is preferred.
* Experience in a high call volume environment preferred.

**KNOWLEDGE, SKILLS & ABILITIES:**

* Strong knowledge of customer service processes including handling complaints, service requests, order processing, etc.
* Ability to take initiative and strong sense of urgency
* Excellent communication skills both written and verbal
* Proven worth ethic, positive attitude and a team player who enjoys a challenge
* Ability to work with multiple software platforms to manage and execute client requests
* Excellent analytical and problem-solving skills, with an attention to detail
* Capable of completing one-call customer resolution
* Must have the ability to monitor and drive all company service programs