



Job title	<i>Client Services Specialist</i>
Reports to	<i>Director of Business Development</i>

Job Purpose

As a Client Services Specialist, you are the voice and first impression of SiteLine Services. You play a vital role in delivering exceptional customer service while embodying our vision, mission, and core values. The ideal candidate is an outgoing, professional communicator who thrives on the phone, enjoys building relationships, and is passionate about providing an outstanding customer experience.

This individual serves as the primary point of contact for customers, vendors, employees, and visitors while providing administrative support that keeps the office running efficiently. The Client Services Specialist will also identify opportunities to promote SiteLine's services through positive customer interactions and assist with sales inquiries by connecting customers with the appropriate team members.

Core Values: Trust, Relationships, Integrity, Service, and Stewardship

Duties and Responsibilities

Duties and Responsibilities of the Client Services Specialist include but are not limited to:

The Client Services Specialist serves as the primary point of contact for inbound phone calls, customer inquiries, and office visitors while providing administrative support across the organization. This role is responsible for delivering exceptional customer service, creating a positive first impression of SiteLine Services, supporting sales efforts through customer interactions, maintaining organized office operations, coordinating communication, and assisting team members with a variety of administrative tasks.

Trust

- Provide accurate and honest information regarding company services, policies, and procedures.
- Follow through on commitments and ensure timely resolution of customer and internal requests.
- Safeguard the confidentiality of customer, employee, and company information.
- Maintain accurate records and documentation.

Relationships

- Greet and assist visitors, customers, vendors, and employees in a courteous and professional manner.
- Answer and direct incoming phone calls to the appropriate department or individual with professionalism and enthusiasm.
- Build strong relationships with customers while identifying opportunities to support sales efforts by understanding customer needs and directing inquiries to the appropriate team members.
- Collaborate with internal departments to coordinate information, schedules, and follow-up communications.

- Share customer feedback and suggestions to help improve services and internal processes.

Integrity

- Uphold ethical standards in all customer and team interactions.
- Take ownership of responsibilities and promptly address any errors or concerns.
- Perform assigned duties with honesty, professionalism, and accountability.

Service

- Deliver an exceptional customer experience by professionally answering inbound calls, assisting customers with questions, promoting SiteLine's services when appropriate, and ensuring every interaction leaves a positive impression of the company.
- Ensure inquiries are directed to the appropriate point of contact in a timely manner.
- Support daily office operations to promote efficiency and excellent service.

Stewardship

- Utilize company time, equipment, and resources responsibly and efficiently.
- Represent SiteLine Services with professionalism and pride.
- Maintain organized records and administrative files.
- Remain knowledgeable of company policies, procedures, and applicable regulations to provide accurate information and ensure compliance.

Additional Duties

- Organize office operations and assist team members in a manner that promotes efficiency.
- Sort, distribute, and process incoming and outgoing communications.
- Create, maintain, and update records while ensuring accuracy and confidentiality.
- Schedule meetings, appointments, and conference rooms as needed.
- Monitor office supply inventory and coordinate replenishment.
- Assist with incoming sales inquiries by gathering customer information, qualifying requests, and ensuring timely follow-up by the appropriate department.
- Assist with special projects and administrative tasks as assigned.
- Perform other duties as assigned.

Qualifications

Qualifications include:

- Outstanding verbal and written communication skills with a confident, friendly, and professional phone presence.
- Exceptional customer service and relationship-building skills.
- Ability to communicate effectively through phone, email, text, social media, and in-person interactions.
- Strong organizational and time management skills with the ability to prioritize multiple tasks in a fast-paced environment.
- Strong problem-solving and critical-thinking abilities.
- High attention to detail and accuracy.
- Ability to maintain confidentiality and exercise sound judgment.
- Typing speed of 60 WPM preferred.
- Proficiency in Microsoft Office Suite.
- Ability to quickly learn new software programs and web-based platforms.
- High School Diploma or equivalent required.
- Reliable transportation.

Benefits

- Competitive salary based on experience
- Health, dental, life, and vision insurance
- Paid time off and holidays
- Supportive team environment
- Opportunity for growth within a stable, local company