



## **Client Relations Representative**

Building Performance Institute, Inc - Malta, NY

**Job Title:** Client Relations Representative Location: Malta, NY Reports To: Manager of Client Relations  
**FLSA Status:** on-Exempt

**Summary:** To serve as the point of contact via phone, email, or other methods of communication as needed for our client base.

**Essential Duties and Responsibilities include the following:**

Gain knowledge of our systems (Testing, CEU, CRM, SharePoint, Outlook, etc.) and other systems and processes as needed.

Processing set up of different clients' status including Test Center, Proctor, Contractor, Candidate Certification and Programs as needed.

Ongoing communication with clients to maintain positive relationships.

Keep clear and concise records of communication across all lines of business.

Be able to work independently and as part of a team.

Promote our company standards, policies and procedures, products and services.

Soft selling of product lines and services.

Attempt to resolve customer concerns and respond to inquiries across all business lines and escalate to proper channels as needed.

Application processing for initial setup and renewal.

Attend educational training sessions as requested by management.

Provide training to clients and/or co-workers based on departmental needs.

Responsible for reporting to assigned manager; ensuring manager is kept current on all issues that could affect business including internal and external relationships.

All other duties as assigned.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:** High School Diploma or general education degree (GED): AAS degree or one or two year's related customer service or call center experience; or equivalent combination of education and experience.

**Language Ability:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence, Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization

**Math Ability:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability:** Ability to apply common sense in a professional manner with the utmost patience regarding the consumer complaints and or concerns or to resolve issues to a consumer's satisfaction with understanding to carry out instructions furnished in written oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations, organization with the technology offered in order to keep records within reach of the organization pertaining to the consumers and the ability to delegate and focus on multiple situations at any given time. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** To perform this job successfully, an individual must have knowledge of Microsoft Word, Excel, PowerPoint, Internet Explorer, and Outlook. Prior experience with CRM and/or SharePoint is a plus.

**Work Environment:** The work environment characteristics described here are representative of those that an employee encounter's while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually low to moderate.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands; reach with hands and arms and talk or hear; use multiple computer screens. The employee is occasionally required to stand; walk; stoop, kneel, and crouch. The employee must occasionally lift and/or move up to five pounds.

Applicants should email their resume, cover letter and salary requirements to [ClientRelations107@gmail.com](mailto:ClientRelations107@gmail.com).