



Client Service Representative

Location: Elmhurst, IL

Description:

Are you looking for an exciting career in an established company that is growing? In the position of Client Service Representative, you will provide customer service to the company's diverse clients in the transportation service industry. You will be problem solving and assessing individual client needs on a daily basis.

This is a salaried position with medical, dental, vision, life insurance, 401K, vacation, sick and personal days.

Primary responsibilities:

- High volume of client interaction via email and phone.
- Participate in virtual meetings to help train clients.
- Identify clients billing data trends to maximize their business potential.
- Create custom and template based reports within our various tools.
- Maintain client relationships and contacts at all levels.
- Contribute to a team effort.
- Assist account managers as needed.
- Troubleshoot client and technical issues.

Job qualifications:

- Minimum of 2 years' experience in client services.
- Transportation or logistics experience is a plus.
- Basic to intermediate knowledge of Microsoft Word, Excel and Outlook.
- Strong problem solving and presentation skills.
- Excellent Customer Service and communication skills.
- Self-starter with the ability to multitask and prioritize.
- Able to understand recurring problems and resolve.

Job Type: Full-time