

Job Title: Client Support Specialist I			Region Hendersonville Office
Dept. Client Services			Written By Jessica Scruggs
Date Created February 21, 2017	Review Date	Reviewed By	
Position in Organization <ul style="list-style-type: none"> • Reports To: Manager, Client Support • Directly Supervises: None • Indirectly Supervises: None 			
Main Purpose of Job The Client Support Specialist is responsible for maintaining positive relationships between clients and STR. This is achieved by providing ongoing support for STR clients and customers with a focus on client satisfaction and engagement, teamwork, and complete resolutions. The Client Support Specialist will work cohesively with other team members and departments within the organization to provide clients and internal team members a complete service experience.			

Key Responsibilities and Accountabilities

1.1 Provide Excellent Customer Service
<ul style="list-style-type: none"> • Seek to understand the problem or issue a client is experiencing, communicate a willingness to help, and provide a comprehensive solution • Maintain customer records by updating and entering account/subscription information in various systems • Educating clients on available products and services • Create and maintain accurate records regarding customer interactions • Provide support to other STR departments as needed • Ensure our SLAs to our clients are met • This position is highly visible to STR clients
1.2 Product Knowledge
<ul style="list-style-type: none"> • Maintain appropriate knowledge of all STR products and services to resolve any client question or concern related to STR in a timely manner • Consistently seek and share knowledge within the team, company, and clients. This can include new approaches to servicing a product, new processes that may benefit internal operations, best practices, feedback from clients, etc. • Actively participate in training and development programs as provided by STR. • Other duties may be assigned on as as-needed basis by management
1.3 Strategy
<ul style="list-style-type: none"> •
1.4 Thought Leadership / Presentations

Job Description

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1.5 Industry Insights

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1.6 Job Execution

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1.7 Product Development and Enhancement

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1.8 Personal/Professional Commitment and Development

- Understands and adheres to the STR vision and our values
- Always treats the customer and other team members with respect
- Seeks to provide new ideas and solutions to problems that may arise

Core Competencies

Competency	Knowledge
People Skills	Excellent oral and written communication skills are required for this role. An ability to interact with a broad scope of customers including senior leaders in an organization.
Customer Focus	Must be consistently focused on providing world class service to STR's customers. Patience, empathy, and a willingness to go above and beyond to solve problems are important characteristics.
Relationships	Must maintain positive relationships with customers and with other staff. A desire to contribute to and be part of a growing team is necessary.
Delivers Results	
Quick Learner/Comfortable with Ambiguity	The applicant must be a diligent learner and be flexible with sometimes ambiguous questions or inquiries. Applicant must not be afraid to ask questions and will be expected to share knowledge with your customers and team members.
Intellectual Curiosity	
Adaptability/Flexibility	An ability to respond to a large variety of questions and the flexibility to take on multiple tasks is required. Work load may shift on a day-to-day basis and the applicant must be willing to contribute to whatever needs exist.

Job Qualifications

Competency	Expectation
Experience	<ul style="list-style-type: none"> • Experience with Microsoft Office products (Outlook, Excel, Word) • Experience with a CRM system & Helpdesk ticketing system • Minimum 2 years work experience in customer service, hotel, or date-focused environment • Prior experience on property or in a hotel corporate environment is desired

Job Description

Communication Skills	<ul style="list-style-type: none"> • Excellent communication skills, both written and verbal • Consistently focused on delivering an excellent customer service experience • Ability to maintain confidentiality
Leadership	<ul style="list-style-type: none"> •
Technical and Analytical Skills	<ul style="list-style-type: none"> • Ability to multi-task and work in a fast paced environment • Ability to manage deadlines • Ability to organize and prioritize workload • Excellent phone skills • Ability to adapt well to change • Salesforce.com experience desired
Team Player	<ul style="list-style-type: none"> • Ability to work independently or as part of a team • Flexible work hours
Education	<ul style="list-style-type: none"> • Bachelor's Degree desired

Job Context

Context	Description
Travel	None
Key Contacts & Relationships	Externally – Position is highly visible to STR customers Internally – Work closely with all departments