



POSITION DESCRIPTION: LEAD CLIENT RELATIONS SPECIALIST

The Wehrman Collaborative, LLC January 2020

ABOUT WEKO

WeCo is a digital service company which helps organizations make websites/software/mobile applications accessible by providing them with direct access to subject matter experts who live with disabilities. We are a company founded and staffed by digital technologists who live with disabilities with a strong outreach to communications and administrative professionals who live with disabilities. WeCo is an equal opportunity employer with a dual mission of helping organizations create accessible digital venues and providing career opportunities to talented professionals who may be overlooked by traditional work environments.

To learn more about WeCo, visit our web site at: www.theweco.com or follow us on Facebook at: WeCo (The Wehrman Collaborative) or on Twitter at: @WeCo5

POSITION PURPOSE

The Lead Client Relations Specialist role is designed as the primary contact in WeCo's sales and customer service efforts within the Public Relations Team. This is a "lead worker" position in which the successful candidate will execute and coordinate the processes and projects which facilitate WeCo's sales and ensure the quality of our service delivery, through a team of Client Relations Specialists.

POSITION LENGTH, LOCATION AND HOURS

This is a permanent part-time position with the possibility to become full time.

Time requirement is 20-30 hours weekly with the option to work in WeCo's virtual office or onsite at our Minneapolis, MN or Modesto, California locations. Other onsite locations may available.

POSITION DUTIES

Position duties include, but are not limited to:

Sales Duties

- Achieve high level of mastery of WeCo product knowledge, service processes and client applications.
- Execute potential client demonstration appointments.
- Execute client follow-up procedures for potential and existing clients.
- Train Client Relations Specialists to provide client demonstrations and manage client needs.
- Oversee team scheduling of potential client demonstration appointments.

- Oversee team follow-up procedures for potential and existing clients.
- Enter client data into Nimble CRM daily/weekly and maintain it.
- Generate monthly and quarterly sales reports through Nimble CRM.
- Oversee staff use of Nimble CRM and coordinate team data entry into the data base.
- Assist in the development of improves sales and customer service processes and practices.
- Oversee the documentation of sales and customer service processes and practices.

Promotional Duties

- Assist in the development of promotional webinar, blog, email and website content.
- Deliver promotional webinar and blog content for potential clients and the public.
- Participate in the design and delivery of company public events.

COMPETENCIES

Applicant Minimal Competencies

1. A desire to assist people with finding the right product for their need and provide them with a positive experience of our company and services.
2. At least 3 years of demonstrated sales and relationship development experience with quantified results.
3. Experience and solid understanding of customer service processes.
4. Project management experience.
5. Experience with CRM.
6. Experience with project management software.
7. Intermediate knowledge of the following software programs:
Microsoft Outlook, Word, Excel and Power Point.
8. Strong written and expressive (the ability to speak is not necessarily required) skills.
9. Demonstrated writing ability and experience. (Samples are required)
10. Ability to function within a virtual office environment via shared files, email and calendar system.
11. Leadership experience with a demonstrated comfort level in delegating tasks to others and monitoring the outcomes.
12. Comfortable working with, and for, professionals who live with disabilities.

Applicant Preferred Competencies

1. Advanced knowledge of the following software programs:
Microsoft Outlook, Word, Excel and Power Point.
2. Experience with Nimble CRM.
3. Experience with Basecamp.
4. Prior managerial experience.
5. Prior event coordination experience.
6. Experience working in virtual office or remote workplace environments.
7. Experience working positively with, or for, professionals who live with disabilities.

COMPENSATION

Compensation is dependent upon the skills and experience of the successful candidate.

HOW TO APPLY FOR THIS POSITION

All applicants must follow these steps to be considered for this position.

1. **Submit a current resume and (any other required information such as writing samples to:** Kelli Ryan, Director of Operations, WeCo Accessibility Services at: kelli@theweco.com
2. **Complete a WeCo Contract and Regular Employment Application found at:** <https://theweco.wufoo.com/forms/weco-contract-and-regular-employment-application/>
(NOTE: please indicate on your application that you are applying for an *INTERNAL STAFF POSITION* OR *INTERNSHIP* and DO NOT complete sections marked for *Certified Test Consultants*.)

The application process will close when the position is filled.