



WECO ACCESSIBILITY SERVICES JOB DESCRIPTION

Job Title: Client Relations Specialist
Department: Public Relations
Reports To: Lead Client Relations Specialist

SUMMARY:

Works as a part of Public Relations Sales team to promote the sales of WeCo's products and services. Work to attract new clients, and to retain existing clients for WeCo. Act as a direct contact with potential and existing clients.

DUTIES AND RESPONSIBILITIES

Duties and responsibilities include the following. Other duties may be assigned.

1. Service existing accounts and maintain accurate records*
2. Monitoring email communications daily*
3. Develop new clients and businesses*
4. Provide and maintain sales and other related presentations*
5. Submit orders of products to the Accessibility Team*
6. Create reports*
7. Receive customer complaints*
8. Maintain professional and technical knowledge via workshops/professional publications, etc.*
9. Assist with development and delivery of sales training*
10. Monitor competition*
11. Recommend changes in products, services, and policies.
12. Other duties as deemed necessary, and agreed upon, for the position

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.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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 solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing Software/Microsoft Office, Internet Software, Project Management Software/Basecamp, and Contact Management Systems/Nimble.

Education/Experience:

High school diploma or general education degree (GED); and one to two years related experience and/or training; or equivalent combination of education and experience.

Knowledge, Skills, and Other Abilities:

- Prior experience with CRM software like Nimble
- Project Management
- Event Coordination experience
- Prior experience, in a profession setting, involving working with people who live with disabilities
- Customer service
- Time management
- Sales
- Oral and/or written communication skills
- Professionalism
- Ability to work within a team setting
- ability to take direction and to work autonomously
- Ability to function within a virtual office

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 talk or hear.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters 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 quiet.