

### **Client Care Specialist**

Recognized for more than 30 years of growth in visual data mining technologies, Salient delivers a lightning-speed solution that empowers people and impacts business at all levels. As an industry leader, we attribute our success to our cutting-edge technology and to the contributions of our dedicated, forward thinking employees.

We offer a fast-paced work environment and focus on the professional development of all employees. As part of our generous compensation package, Salient offers paid time off between Christmas and New Years. We foster open communication and are committed to a team oriented environment.

We are seeking a Client Care Specialist to join our growing team with continuous personal and professional growth opportunities. This is a full-time, non-exempt position that will be located in Horseheads, NY. The work schedule is 7:30am-4:00pm Monday-Friday with occasional overtime as needed.

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and/or abilities required.

#### **Education/Experience**

- A.A.S. or Bachelor's degree
- 1-3 years of professional work experience

#### **Primary Duties & Responsibilities:**

- Accurately open, update, and close any Client technical support issue.
- Provide first level contact and convey resolutions to customer issues.
- Properly escalate unresolved queries to the next level of support.
- Track, route and redirect problems to correct resources.
- Update customer data and produce activity reports.
- Guide customers through problem solving process.
- Follow up with customers, provide feedback and follow through to resolution.
- Demonstrate excellent customer service skills
- Ensure proper recording, documentation and closure.
- Recommend procedure modifications or improvements.
- Preserve and grow knowledge of help desk procedures, products and services.
- Other duties as assigned.

#### **Preferred Skills or Knowledge**

- Attention to detail/organizational skills
- Effective communication/interpersonal skills
- Microsoft Excel
- Problem solving skills
- Ability to work cooperatively and effectively in a team setting

#### **Measures of Performance**

Level of Client satisfaction, quality of work, quantity of work, timeliness, creativity, written and verbal communication skills, adherence to policies/procedures and knowledge of Products and Tools. The employee must perform all the duties and responsibilities listed at an acceptable level.

Salient Corporation is proud to be an Equal Opportunity Employer.

All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, sex, sexual orientation, marital status, military status, veteran status, age, national origin, citizenship, ancestry, disability, predisposing genetic characteristics, domestic violence victim status, or any other status protected by law.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.