



## ▪ **CLIENT CARE ASSOCIATE JOB DESCRIPTION**

### **TITLE**

- **Client Care Associate**

### **REPORTS TO**

- **Business Resources & HR Manager & Owner/President**

### **RIVER CITY EVENTS PHILOSOPHY**

#### **RIVER CITY EVENTS...**

- **Personalized Service. Exceptional Products. Competitive Pricing.**

Established in 2007, this growing and developing company supplies event products and services of the highest quality at competitive prices, thereby ensuring the success and stability of our operation. Since achieving this objective represents a true measure of how well we do our jobs, both collectively and individually, we will continually challenge every employee to become involved and actively participate in attaining this common goal for the utmost satisfaction for our clients.

River City Events recognizes employees as individuals with different interests, abilities, needs, and values. We will provide a positive environment which respects this individuality and provides meaningful opportunities for personal development and satisfaction.

### **POSITION SUMMARY**

River City Events Client Care Associate will encompass an energetic, professional, approachable, positive, outgoing and motivated work ethic.

The Client Care Associate's primary focus is full dedication to ensure the highest level of client service & sales of River City Events products and services through the achievement of opportunity based sales quotas. He or she will provide high level customer service to clients and potential customers, reaching business targets through excellent telephone/direct sales and communications skills. This individual will also develop revenue generation through the creation of sales leads, initiation of prospect calls and the establishment of ongoing rapport and relationship building with existing and new clients. Integrity, vision, professionalism and passion are key components of this position.

This interactive position will also be responsible for greeting, direction and assistance is a high priority to ensure the highest of service levels at all times, responsible for a wide variety of clerical office duties in support of the Client Care department and company administration. Includes, coordinating and communicating office activities, showroom organization/maintenance, assisting and screening clients/visitors, answering and referring inbound telephone calls, and client services. Other duties may be assigned as necessary.

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## CORE COMPETENCIES

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### **Customer Focus**

- Ensures & maintains the utmost of client satisfaction with the product & services offered by the organization.

### **Communication**

- Clearly conveys information to a variety of audiences using the tools necessary, engaging the audience to ensure the message is understood, creating a positive first impression with confidence and respect.

### **Energy and Stress**

- Consistently demonstrates high level of drive, infectious to the environment and preserves effectiveness, drive and focus for extended periods, while maintaining composure in highly stressful or adverse situations.

### **Team Work**

- Promotes cooperation and commitment with the team towards the attainment of common goals. Gets others excited about and committed to furthering the organization's objectives.

### **Quality Orientation**

- Completes tasks keeping in mind all aspects involved regardless of magnitude, checks tasks and processes while having attention to details.

### **Problem Solving**

- Resolves difficult and complicated challenges.

### **Accountability and Dependability**

- Takes personal responsibility for the quality and timeliness of work and achieves results with no oversight, including following guidelines, standards regulations and principles.

### **Ethics and Integrity**

- Earns the trust and respect of others through consistent honesty and professionalism in all interactions. Diplomatically handles challenging or tense interpersonal situations.

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## TEAM MEMBERS WILL REQUIRE

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- Excellent interpersonal, sales and communication skills. Able to work with diverse personalities.
- Superior customer services/telephone abilities and strong work ethic and desire to achieve.
- Desire to be an active part of a positive, dynamic, fast-paced environment.
- Demonstrated ability to convert prospects and close deals while maintaining established sales quotas.
- Success in qualifying opportunities involving multiple key decision makers.
- Strong knowledge of retail and/or wholesale sales principles, methods, practices, and techniques.
- Able to build and maintain lasting relationships with customers.
- Strong knowledge of office procedures, able to write correspondence, including memos, letters, etc.
- Ability to apply understanding to carry out instructions in written, verbal, or diagram form.
- Able to maintain filing systems and basic databases with meticulous records maintenance skills.
- Exceptional verbal communication and presentation skills along with strong ability to listen.
- Basic mathematical skills, computer literacy, including working skills of Word, Excel and e-mail.
- Excellent organizational, time management and prioritization skills with attention to detail in all areas.

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## JOB DUTIES

- As a first line team member, present a positive and professional image of the organization by personally greeting all clients, visitors, suppliers, inquiries, and other interactions.
- Respond to multi-line telephone system, e-mail, and in-person inquiries from clients, business partners, and other parties.
- Refer all inquiries to the appropriate individuals, divisions, or departments across the organization.
- Cold-call prospects with leads that are generated by external sources.
- Penetrate all targeted accounts and radiate sales from within client base.
- Collaborate with Account Managers to determine necessary strategic sales approaches.
- Create and deliver qualified opportunities to Account Managers where appropriate.
- Maintain and expand the company's database of prospects.
- Ensure follow-up by passing leads to Account Managers with calls-to-action, dates, complete profile information, sources, and so on.
- Set up and deliver sales presentations, product/service demonstrations, and other sales actions.
- Where necessary, support marketing efforts such as trade shows, exhibits, and other events.
- Handle inbound, unsolicited prospect calls and convert them into sales.
- Make outbound follow-up calls to existing customers via telephone and e-mail cross-sell and up-sell.
- Emphasize product/service features and benefits, quote prices, discuss credit terms/deposits, and prepare sales order forms and/or reports.
- Enter new customer data and update changes to existing accounts in the corporate database.
- Investigate and troubleshoot customer service issues.
- Respond to customer service calls in a courteous and professional manner.
- Provide customer support and troubleshooting services via telephone.
- Address client inquiries regarding status of orders, payment, refunds, etc.
- Direct client inquiries or record telephone messages via e-mail or written message for staff members.
- Receive and distribute all forms of paper correspondence.
- Organize, maintain, and coordinate office records and file client/event info within their locations.
- Ensure general email is monitored daily and forwarded to the necessary departments or followed up
- Where necessary, assist in compiling data for various reports/data entry input.
- Arrange and book meetings in boardrooms, off-site conference halls, and other locations; ensure the appropriate presentation equipment is there as required.
- Schedule appointments for interviews/appointments as required.
- Serve coffee/beverages to incoming clients/meetings.
- Ensure all forms and reports are completed as needed.
- Observe and report any security issues to the Office Manager.
- Administer and manage inbound/outbound mail, including priority post, packages & couriers.
- Participates in physical inventories for the purpose of verifying stock and identifying losses.
- Maintain/organize/clean showroom/client services/boardroom and related work area/equipment for orderliness/cleanliness at all times.
- Assist other departments/special projects as necessary.

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## WORK CONDITIONS

- Positively interacts with team members, management and clientele.
- Must be neatly dressed and well groomed in a clean and approved company dress code.
- Must be able to hear well in an open environment in order to respond to team or client needs.
- Manual dexterity required to use desktop computer and peripherals.
- Adjusts and is flexible to meet changing work needs and demands.
- Assistance for one or off site events as required.
- Work is performed in a combination of environments.
- Overtime as required.

## PROFESSIONAL DRESS CODE

### Personal Appearance/Dress Code:

River City Events takes pride in our personal appearance and expect you to present yourself in a wholesome, professional manner to our clients at all times. As the leading image, appearance speaks for itself therefore it is important to project ourselves in a professional manner consisting of well-maintained pristine appearance:

### Client Relations/Office Dress Code:

- Pristine, classy, polished, complimenting, stylish, confident and professional image.
- Fashionable dress with conservative cut and fit. Low cut not permitted.
- Complimenting, tailored, fashionable, professional, clean and pressed dress wear.
- Clean, comfortable, preferably closed, non-slip, soft soled, polished dress shoes/boots.
- Appealing and tastefully styled hair with no unnatural hair color.
- Make up, natural in color and worn in moderation.
- Manicured & clean nails. Nail polish must be consistent and neutral in color.

### On Site/Set-Up Attire:

- Company shirt/jacket along with dark colored pant/dress pant.
- Appropriate and safe shoes according to set up environment is required.
- Please ask for clarification with your Manager if unsure.

### Casual Friday:

- Fashionable jeans/casual business attire permitted on Fridays.

## RIVER CITY EVENTS SECRET

**OUR SECRET...** We value responsibility and mutual respect. People who come to River City Events want to work here because we have created an environment that encourages creativity and professional growth. The main objective of our business strategy is to offer a level of client focus that is superior to that offered by our competitors.

Relationships are key to River City Events and with this in mind we concentrate on building strong relationships with our clients and team while we are creating events that are useful, enjoyable, engaging and memorable.

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