

Job Title: Client Consultant Assistant

Department: Sales

Respond To: Client Consultant & Sales Manager

Job Description:

- Act as liaison to our clients and prospects to ensure their satisfaction in all areas of concern regarding our collection efforts.
- Communicate to clients reporting, account status, requests from SOCS, and other issues as-needed.
- Appear in small claims court for judgment debtor exams and other hearings representing SOCS to consumers

Purpose: Keep clients informed of progress on collection activity. Help set up clients who come in the office. Assist Sales Department personnel by mailing information, helping clients, and assist in CC's absence. Assist clerical department in covering front office needs, data entry, and various duties as needed.

Responsibilities: Communicate by phone the account status and intentions, follow up all concerns a client or prospect may have regarding any Southern business procedure or practice, and be available for in-office appointments. Set up clients in computer and client access website. Prepare and send any relevant documents. Enter new accounts, answer phones and transfer calls, help at the front counter with payments and questions.

Job Specs: Excellent communication skills, typing, very good computer skills, knowledge of sales and clerical functions, work well with others.

Work Conditions: 70% in office, 30% court appearances and client meetings

Supervisions: None.

Cross Trained: Act in clerical capacity with data entry, answer phones, help at the front counter, pick up and sort mail, check staples process, E-Oscar, forwarding coordination, and other various functions as assigned. Take and place calls relating to ResR accounts and assist in this department as-needed.