



Customer Service Department - Western Suburbs of Chicago

Citadel Information Management www.citadelim.com is a locally owned small business headquartered in the western suburbs of Chicago. Celebrating our 30th year, since 1985 we have been a leading document management company providing business information security to companies of every size. We are seeking reliable and self-motivated individuals to join our **Customer Service Team. Current openings: manager, coordinator, support team members.** Full time Monday-Friday

We look to develop long term relationships, offer internal promotions, and proudly support our team members with continued education throughout their Citadel career.

Customer Service Dept Hours: 8:00am-5:15 pm. Excellent benefits. Compensation is commensurate with skill set/experience. Candidates must be able to pass a complete security background screening and pre-employment drug test.

Individuals should provide a cover letter along with your resume to the Attn of Ms. Austin by email at hrofc@citadelim.com or by fax to 630-323-1737. Type in the subject box: re: customer service candidate

Customer Service Overview:

Individuals enjoys working in the customer service field, positions requires outstanding phone skills with clarity of communication, ability to report information throughout the work day to supervisors, exceptional organizational skills, professionalism, and the ability to effectively assist the sales and service departments, must possess excellent oral and written communications skills.

CUSTOMER RESPONSE

Direct involvement to provide timely response to all day to day client matters.

As a customer team member you will work within customer service team to improve customer service department efficiencies, improve and implement solutions to better serve our valued customer. Follow department wide policy and procedures through employee training in support of superior customer responsiveness.

KEY RESPONSIBILITIES

Experience: 3 years

- Warm phone presence, excellent listener
- Strong work ethic, self-directed
- Previous leadership experience.
- Be able to learn industry specific software's
- Demonstrated effective communication skills.
- Maintain the highest standards for customer satisfaction
- Manage client priority based on contracts.
- Pride in building and maintaining client relationships
- Retains knowledge, accurate, quick pace
- Team player

Job requirements:

- Natural ability to build relationships over the phone and enjoys customer relations
- Enjoys working in a small business environment
- Dedicated to a team work environment

A minimum of 3 experience (in Chicagoland in the B2B service industry desired) in an office environment doing similar work i.e., enjoys taking and making phone calls to assist and expand client services, excellent communicator between our service and sales departments, some off-site work at customer locations. Periodically you may attend client meetings and lunches outside the office.

Character

Confident and outgoing friendly phone personality, logical, helpful and positive team attitude throughout your work day. Professional attitude and appearance. Dependable and punctual. Strong work ethic, self-directed.

Skills set

Ability to learn industry specific software's. Can work at a fast pace and multi-task. Has a natural ability to communicate to meet the customer's needs over the phone and to broaden their service choices through sharing information about all services we offer. To grow business by setting up enterprise service programs to our clients with multiple locations. Retain customers by countering all issues and cancellations through creative solutions.

Work habits

Ability to retain knowledge and meet deadlines, satisfactorily, completes tasks with minimum supervision in a timely manner, organized, detailed, punctual and focused, with ability to multi-task. Ability to discern what information needs to be shared with management and owners in a timely manner throughout the day. Shares all critical customers' issues and concerns immediately with upper management and owners.

Computer Skills

Strong computer skills. Proficiency in Microsoft Office including Word, Excel and Outlook applications, can learn internal industry specific service software

General Office Skills: Experienced phone skills/ excellent written and verbal communication / operate all general office equipment: office suite software, computers, printers, copiers, fax

Physical Requirements:

While performing the duties of this job, employee must be able to transport materials and equipment (up to 30 pounds) to and from various locations and walk through the facility with visitors and take and make phone calls And use the computer. Flexibility, bending and good motion are required while filing paperwork and moving rolling carts. May be required to sit or stand for extended periods of time use hands in repetitive motion tasks, handle objects, talk and hear. Specific vision abilities required include close vision, depth perception and ability to adjust focus.

Working Conditions:

This position requires team member to be physically present in the office in order to complete office tasks. They will work in an open office environment that is it is frequently visited by others. They must be able to work cooperatively With other team members.

Citadel Information Management is an Equal Opportunity Employer