



JOB DESCRIPTION: Customer Engagement Associate

JOB CODE: SAL-CEC

DEPARTMENT: Sales

REPORTS TO: Sales Manager

TYPE: Full Time

DATE UPDATED: January 10, 2018

JOB SUMMARY:

The Customer Engagement Associate is responsible for gathering customer feedback on Urner Barry's services and communicating results to the sales and management teams. The successful candidate will be able to gather information from clients that enable Urner Barry to improve its offerings. The individual will build positive relationships with clients by providing assistance using our services, helping clients solve problems, and identifying opportunities for upselling and new business for the sales team. As employee development is essential, responsibilities and job function may expand and evolve proportionate to the employer's needs.

ESSENTIAL FUNCTIONS: (include, but not limited to)

- Conduct phone interviews to understand how UB services are being used and gather intelligence on client needs – Report findings to sales team and management
- Manage online chat support during business hours
- Address customer needs in a timely manner

QUALIFICATIONS:

- Strong organizational and time management skills
- Excellent verbal and written communication abilities
- Able to work effectively as an individual and part of a team
- Ability to work under pressure and have attention to detail
- Proficient in Microsoft Office
- Bachelor's Degree preferred

CHARACTER:

- Professional disposition with ability to handle criticism and constructive feedback
- Smart, flexible, and friendly
- Maintain sense of urgency
- Straightforward, team player

COMPENSATION:

- Base Salary
- Health, Optical, Dental, Orthodontic Insurance, 401k, Profit Sharing, PTO

SUBMIT RESUME TO: Human Resource Manager
Urner Barry
P.O. Box 389
Toms River, NJ 08753
Fax: 732-341-0891
E-mail careers@urnerbarry.com