



**JOB DESCRIPTION:** Customer Engagement Associate  
**JOB CODE:** SAL-CEC  
**DEPARTMENT:** Sales  
**REPORTS TO:** Sales Manager  
**TYPE:** Full Time  
**DATE UPDATED:** November 21, 2019

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**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.

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**ESSENTIAL FUNCTIONS** for Customer Engagement Associate

- 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** for Customer Engagement Associate

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

**COMPENSATION for the Customer Engagement Associate::**

- Base Salary
  - Health, Life, Optical, Dental and Orthodontic Insurance, 401k, Profit Sharing
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**SUBMIT RESUME TO:** Human Resource Manager  
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