

Client Services Representative (Full-Time Position)



Five Star Professional is seeking to grow its Client Services team. This position supports the Account Managers by contacting 'award candidates' through outbound calling.

If you have great interpersonal phone skills and the ability to establish credibility quickly, this role is for you. This position offers the opportunity for upward movement to the Account Manager position.

Why Join Five Star Professional?

Five Star Professional is expanding into new market segments. Five Star Professional offers a fast-paced and fun work environment that rewards individuals for achieving and exceeding their goals.

Five Star Professional conducts market-specific research to identify service professionals who provide quality services to their clients. The Five Star Professional award programs are some of the largest and most widely published award programs in North America, covering more than 45 major markets.

PRIMARY RESPONSIBILITIES:

- Outbound calling to educate 'award candidates' on the Five Star Professional program and research methodology
- Log all call information into web-based CRM
- Communicate with 'award candidates' throughout the process
- Own and manage the candidate relationship throughout the entire process

REQUIRED SKILLS AND QUALIFICATIONS:

- Bachelor's degree
- Great phone skills
- Previous phone sales experience or client-facing role with a track record of high performance
- Demonstrated ability to think critically
- Must be confident, self-motivated and results-driven with a positive, up-beat attitude
- Strong computer skills, including MS Outlook and Excel

POSITION TYPE, LOCATION AND BENEFITS:

- Full-time: Salary based on experience
- There is no travel required for this position
- Benefits: Medical, Dental, 401k, Paid Time Off (PTO) and profit sharing