



## Client Services Account Specialist – Hong Kong

The Client Services Account Specialist acts as the customer's advocate within IAS to promote a superior customer experience with all IAS services. This role leads the deployment of IAS' services to the Intermodal community – ocean carriers, railroads, motor carriers and equipment lessors and intermodal depots - and supports them on an on-going basis post-deployment.

**Reports to:** Manager, Client Services – Hong Kong

**Partners with:** Sales, Client Services, Product Management, and Service Delivery

**Location:** Hong Kong

### Responsibilities:

The position manages customer relationships and customer support of existing IAS global customers using our solutions and services (Interchange, InterBox, Equipment Repair, Event Manager, Dispatch Manager and others as assigned.) The main activities and responsibilities for this position include:

#### **IAS Application/Solution Troubleshooting and Support – 60%**

- Pro-actively monitor solutions performance in order to anticipate potential customer impact
- First point-of-contact for customer support matters such as system/service failures, user administration, requests for enhancements and deployment of new systems releases

#### **Global Deployment of IAS Services - 20%**

- Use deployment plan to implement IAS solutions quickly and accurately domestically and abroad
- Lead assigned tasks to timely completion and meeting quality standards
- Provide required reporting and communication both internally and externally on progress and project status

#### **Account Management – 20%**

- Take complete ownership of assigned customer relationships with IAS
- Develops a thorough understanding of the account base by profiling accounts and analyzing the existing processes to identify business opportunities
- Proactively reach out to customers to understand their needs and capture their specific service requirements
- Lead regular customer review sessions in person or via web-conference both domestically and internationally
- Engage key intermodal stakeholders in order to constantly assess current and future customer needs
- Clearly communicate and follow up diligently customer's feedback and requirements to internal stakeholders
- Work jointly with the Sales organization to ensure customers' expectation are met or exceeded

### Skills and Qualifications:

- 3-5 years of customer support or service experience or relevant education / exposure
- Interpersonal and communication skills, both internally and externally, both verbal and written
- Natural ability to initiate, develop and maintain relationships with stakeholders and customers
- Ability to establish a positive rapport with clients in order to develop and maintain long-term relationships
- Keen ability to clearly understand client's business needs, objectives and service expectations.

- Proven ability to complete assigned tasks as per project plan in a multi-task environment
- Detail and quality minded with proven ability to deliver consistent high performance
- Able to take on full responsibility for corrective action related to customer issue resolution.
- Demonstrated ability to work under minimal supervision and exercise sound judgment when making decisions and interacting with internal and external stakeholders.
- Strong attraction to working in a collaborative environment and leveraging internal and external resources to deploy solutions that satisfy customers' needs
- Ability to learn quickly and desire to be developed
- Proficiency in one or more foreign language is preferred
- Proficient in the use of MS applications (MS Office, Outlook) and web-based applications such as Salesforce.com or similar applications

**Travel:**

Some limited local and national travel is required; occasional travel to IAS Oakland corporate office.

**Education:**

- BS degree or equivalent experience.

IAS offers highly competitive pay and benefits including medical, dental, and vision benefits at no cost to employees or their eligible dependents. As well, we offer 401(k), life insurance, LTD with very generous vacation and sick programs. EOE.