



## Client Services Specialist - CHICAGO

### Job Description:

IAS is looking for enthusiastic and motivated individuals to grow our Client Services Team. As a part of this team, the client services specialist serves as a direct point of contact for most customer and service provider interaction. This interaction includes receiving and resolving customer requests via phone, e-mail and internal ticket system, escalating alerts to appropriate personnel. Acting as a liaison between customers/providers and our engineering team and working and resolving network problems and testing with customers. This position reports to the Manager of Client Services, Americas and is responsible for maintaining a high level of satisfaction and experience among users of IAS services. The role is the customer-facing gateway of IAS' services for the intermodal transportation community: ocean carriers, railroads, motor carriers, equipment lessors and intermodal depots.

The client services specialist is an operational role that requires a high level of organization, excellent verbal and written communication skills and an analytic mindset. You will be interacting with IAS customers, technology partners and your client services teammates on a daily basis to ensure 99.9% IAS service availability and to maintain our industry leading levels of customer satisfaction.

### Responsibilities:

- Responding to customer inbound inquiries and managing them through to completion
- Troubleshooting customer issues (e.g. user account administration, product clarification, error message clarification, equipment location) and working with the IAS technical team to drive them to timely resolution
- Identifying, prioritizing and professionally escalating critical customer issues or system related incidents, properly describing and communicating status and action steps to next level management
- Respond to customer requests and provide consistent communication
- Interact with IAS technology partners and customers on a daily basis; opening tickets and performing follow up with external organizations on customer and client related issues
- On-boarding and training customer trading partners
- Monitoring customer operations and analyzing key performance data
- Working directly with key accounts, managing issues lists, maintaining customer relationships
- Supporting IAS commercial efforts as required

**Location:** Oakbrook, IL (Chicago suburb)

### **Skills and Qualifications:**

- 3-5 years of customer support or service experience in a relevant technical or industry position

- Must demonstrate strong verbal and written communication skills
- Strong diagnostic and analytical skills: break down a complex problem into its constituent parts, step through a process and identify critical bottlenecks or points of failure to arrive at a root cause analysis
- Basic project management: ability to identify key tasks, milestones and dates and meet delivery commitments
- Ability to work with both technical and non-technical individuals to resolve customer issues
- Proven ability to establish a rapport and build a solid working relationship with customers
- Maintain focus in an interrupt-driven environment
- Ability to learn and retain information in a fast pace environment
- Excellent attention to detail
- Proficiency in one or more foreign language is desirable
- Willingness to be on call and to work long hours and weekends if necessary
- Comfortable in using technology based productivity tools (e.g. MS Office, CRM, ticket management and project management tools).

**Travel:**

Some limited local and national travel may be required.

**Education:**

- BS degree or equivalent experience.