



Job Title: Client Relationship Consultant – Bilingual in Spanish

Department: Client Relationship Services

Summary:

Client Relationship Services is one of Capsim's most critical business functions. On a daily basis, the client relationship team works closely with our customers, as well with the marketing & sales and product development team. One of our company's key differentiators is our commitment to service and support of our products. Client Relationship Consultants provide customers with solutions and support for all Capsim® simulation products. They develop and nurture long-term relationships with university and corporate instructors. They demonstrate strong interpersonal and communication skills necessary for building trust and affinity with Capsim's client base and to help them manage the various facets of the role with a personable and professional demeanor.

Responsibilities:

A CRC takes responsibility for mastering the following tasks:

- Becoming an expert of every Capsim® product in our portfolio
- Providing solutions to technical issues and problems customers bring to your attention
- Provide hands-on teaching assistance to instructors which may include debriefing classes, organizing corporate seminars, on-site seminar facilitation
- Assisting with new product development, supplementary materials, and customer training tools
- Continual evaluation of current products and programs with feedback to appropriate business functions regarding their strengths and/or weaknesses
- Building long-term client relationships with the goal of not only retaining customers, but turning them into Capsim® advocates and champions
- Reach organizational goals by taking responsibility for projects and exploring opportunities to add value to your role

Qualifications:

CRCs work independently with minimal supervision but also operate as part of a team. Each is a self-starter, intuitive, proactive and has the highest work standards. It is necessary to be highly organized, work well with people and know how to prioritize work and follow through.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Required personal qualifications:

- Bilingual in Spanish and English
- 2-3 years work experience in client relationship management and customer service; preferably in ecommerce/online environment is a plus
- Proficient in Microsoft Office; basic knowledge of CRM and virtual meeting room software
- Experience in taking ownership of a project and seeing it through to completion
- Highly organized and detail oriented with strong analytical skills which correspond to superior business judgment, integrity and the ability to learn fast
- Strong oral and written communication skills
- Comfortable with mathematical and core business concepts, such as marketing, finance and accounting
- Able to work in a fast paced environment, manage time and priorities under pressure, and meet scheduled deadlines
- Willingness to take on additional responsibilities and broaden skill set as role demands
- Ability to travel, up to 15%

Education/Experience:

High School or GED

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals and technical procedures in English and Spanish. Ability to write reports and correspondence and to effectively present information to Capsim clients in English and Spanish. Ability to respond to common inquiries or complaints from students and professors in a professional way.

Math Ability:

Ability to work with mathematical concepts such as probability and statistical inference, ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Computer Skills:

Microsoft Office, Microsoft CRM, GoTo Meeting.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbent will follow any other instructions, and perform any other related duties, as may be required of the supervisor.

ACKNOWLEDGED: Employee

DATE



PRINTED NAME