



Performance Profile Client Support Representative

Position Summary:

You are the face and voice of Service Linen Supply to the client. When they need something, they call you. When they have a problem, they call you. When they want to place an order, they call you. You are the nerve center of our company. You insure all our processes run smoothly. You make sure the right things get done at the right time.

Do you like talking to clients? Do you like solving problems and helping clients who may be upset? Do you like the pressure of multi-tasking? It is your responsibility to maintain a high level of client service by reacting quickly to client needs and orders. Additionally, you are given the autonomy to handle / resolve client issues and complaints to drive client loyalty from beginning to end. You will be responsible for order processing from the initial call through data entry, creating the invoice and coordinating with production to fill the order.

In addition to client support you will have the responsibility for managing the flow and correctness of paperwork into our route accounting system. You are tasked with checking and approving Route Manager credits, changes to daily invoices, review client orders, and daily deposits.

We provide you with training, technology and the freedom to do your job. We realize that everyone has a contribution to make; your input is very important. We encourage you to learn and to grow in this position.

Performance Objectives

Your primary goal is to ensure 100% client retention and to maximize client satisfaction by fulfilling the following:

- 1) Address Client issues and Problems within the targeted time frame.**
- 2) Accurate data entry of client orders and credits**
- 3) Coordinate and manage daily special deliveries and will call clients**
- 4) Enter new client contracts and client contract renewals.**