

Position Title: Client Services Specialist

Job Summary:

The position of Client Services Specialist reports to the Director of Sales and secondary to the Director of Human Resources and is responsible for providing secretarial, clerical, and administrative support to ensure that services are provided in an effective and efficient manner. As the first point of contact with clients, the Client Services Specialist is responsible for answering inquiries and obtaining information for the public, customers, visitors, and other interested parties. Addresses issues and monitors all rental permits for TCF Center events to ensure all projected revenues are recorded in Ungerboeck properly and are within policy guidelines. Communicates information to marketing department and runs required reports as needed to assist in analysis and revenue building. Customer service and great people skills are vital for this role. Accuracy and the ability to multi-task are also valuable traits.

Key Job Elements:

- Perform receptionist functions including answering all incoming calls, screen, and direct calls as appropriate, handle caller's inquiries whenever possible; take adequate messages when required; greet, assist and/or direct clients, visitors, and the public; tidy and maintain the reception area; and provides professional personal presentation.
- Provide office support, pickup and deliver mail; maintain the general filing systems and file correspondence; assist in the planning and preparation of meetings, conferences, conference calls; prepare letters and documents; provide word-processing and secretarial support; and ensures knowledge of staff movements in and out of the organization. Supports staff by providing clerical and administrative services.
- Learn CRM system Ungerboeck and eventually become lead Administrator.
- Proactively assist team members to accomplish sales goals & objectives.
- Reviews all signed TCF Center rental permits to ensure signature can be made by the Director of Sales & Event Services and the General Manager.
- Works with each sales manager/coordinator and their clients for all changes and/or additions made to the rental permit.
- Works with ASM Global Director of Sales & Event Services and Director of Finance as well as TCF appointed legal counsel for all revisions made to the verbiage on the templates of the TCF rental permits. Revises the rental permits to ensure all legal aspects of the documents are answered.
- Assist Sales & Event Administrators in preparing the insurance provisions to review with external auditors to ensure the accuracy of TCF Center's licensed documents for exhibit space and meeting room revenues.
- Reconciles licensed event space, upon completion of each event, with the actual event space utilized to ensure maximum revenues are billed.
- Manages the implementation of all changes made to Ungerboeck before, during and after an event is permitted.
- Manages and processes Certificates of Insurance to our risk management department. Works closely with Sales and Event Managers to ensure all documents are updated and notification is given in a timely manner.
- Records and processes all payments sent to our finance department in a timely manner.
- Runs production reports in Ungerboeck as requested.
- Runs, updates and changes event report and distributes to marketing team to assure online listings and video board messages are correct.
- Reviews and updates Ungerboeck sales templates annually.
- Perform other job-related duties and special projects as required.

Qualifications:

- Education – Bachelor's degree preferred or a minimum of two years of work experience in an administrative position in the hospitality industry.
- Experience – Five (5) to seven (7) years of progressively responsible office administration and clerical procedures.
- Skills – Strong computer skills including the ability to do spreadsheet and word-processing programs at a highly proficient level including Microsoft Office Suite, Excel, etc.; attention to detail and high level of accuracy required; analytical and problem-solving skills.
- Well Developed Communication Skills – Effective verbal and listening communications skills. Must have excellent written, verbal, and interpersonal communication skills. Strong management skills with the ability to work under pressure situations.
- Change Management – Accepts and adapts to change; understands that change is a constant and necessary path for involvement and growth; flexible.
- Customer Focus – Is dedicated to meeting the expectations and requirements of internal and external customers, customer service oriented.
- Organized – Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses time management skills effectively and efficiently. Ability to prioritize and work to meet deadlines.
- Personal Attributes – Honest, trustworthy, respectful, demonstrates sound work ethics, reliable, and possesses cultural awareness and sensitivity.
- Team Player – Creates strong morale and spirit within team; creates a feeling of belonging in the team.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit for long hours; using hand to handle files, type and operate offices machines; to talk and hear on the telephone. Specific vision abilities required by this job include close vision to handle contracts and office correspondence.

HOURS OF WORK AND TRAVEL REQUIREMENTS

Normal business hours, extended hours may be required. No travel required.

TO APPLY:

Please go to the website listed below:

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000755259906#/>

No Phone Calls

This position offers a competitive salary and benefit package.

TCF/ ASM is an Equal Opportunity/Affirmative Action Employer, and encourages Women, Minorities, Individuals with Disabilities, and Protected Veterans to apply. VEVRAA Federal Contractor.