

Client Services Manager- Trilingual

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Company: Park Place Technologies

Location: Buenos Aires

Category: arts-design-entertainment-sports-and-media

Client Services Manager

The Client Services Manager is responsible for the implementation, customer management, performance management, and communication internally and externally of the tasks associated with implementation of specific Field Service/Repair Center Contracts. The Client Services Manager assists the Director of Client Services in planning activities to assure contract deliverables and other work are produced timely and in accordance with established requirements.

What you'll be doing:

Responsible for establishing and maintaining customer relationships through ongoing communication with customers.

Responds to any customer inquiries relating to the progression of repairs/service calls for nominated accounts.

Proactively informs customers of potential problems and or delays relating to the fulfilment of their requirements.

Keeps Operational Staff informed of any customers that have specific requirements.

Develops, Coordinates, Communicates and Finalizes Project Plans for Field Service/Repair Center Accounts. (Account Launch / Onboarding of Accounts)

Responsible to educate and inform Director of Client Services of any contract concerns proactively.

Responsible for managing customer escalations, including engaging management and executive level management in any escalation paths, providing regular updates to customers until escalation resolved and following-up with customer after completion of escalation to ensure customer is happy with the outcome.

Responsible for 100% customer satisfaction results.

Responsible for identification and reporting of any process gaps / issues or related improvements within the service operations or sales organization

Responsible for all customer reporting, obtaining any specific report requirements for customers and working with the appropriate departments to have these completed and delivered

Responsible for tracking run rate of any VIP Accounts, adds / removes and any information which affects the account performance. To be reported monthly.

Responsible to identify sales opportunities and give to Sales Team.

Support the Sales Team in onboarding nominated customers, account launch and provision / management of any service improvement plans if required

Knows the formal and informal departmental goals, standards, policies and procedures, and has some familiarity of that of other departments.

Coordinate service operations personnel and act as a single point of control for sales account managers for any problematic issues with accounts.

Is sensitive to the interrelationship of both people and functions within the departments.

What we're looking for:

3+ years' experience in quality improvement, program management, or operations

Ability to read and understand standard business documentation (e.g. contract language).

Proven ability to work on several projects simultaneously and under tight schedules.

Must be able to prioritize own workload and use own initiative in the absence of supervision.

Advanced MS Office Skills.

Bonus Points:

Technical knowledge in Data Storage or Servers or Program Management Certification, a plus.

Knowledge of data collection, analysis, and interpretation is preferred.

Education:

Associates degree or equivalent work experience required.

Travel:

As required

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