

# Client Services Administrator

We love credit unions so much that we created an entire company to help them have a more successful auto-lending program. We've been growing and want to make sure our new and existing clients are always treated as if they are our only client, which is where we're hoping you come in! We're searching for an enthusiastic, organized, self-starter to join our team!

## Our Client Relationship Manager Is Responsible For:

- Participating in onboarding new clients and presenting staff training.
- Maintaining regular contact with clients to update them about new features, promotions and discuss any concerns.
- Responding to client inquiries and providing solutions in the form of training, collateral or answers in a timely manner. Filters issues needing more attention to management.
- Receiving and responding to inbound client calls and emails.
- Documenting all communication and engagement in our management software system.
- Acting as a support arm to management by assisting with other projects as needed.

## Are you who we're looking for?

You're enthusiastic, energetic and a team player. Some may say you've never met a stranger and people definitely would never describe you as shy. You are organized, efficient and a self-starter. You know every client is the most important client. Being professional is important to you – you're always on time and prepared – but you also like to laugh! You believe that being a leader means being a servant at heart. You've always thought uttering the phrase “that's not my job” was just as bad as saying a swear word in front of your Grandmother in church on Easter.

You have a growth-mindset and know there is always something new you can learn. When it comes to new technology, you feel certain you can get it with the right training. Most importantly, R-E-S-P-E-C-T is more than just a great Karaoke song to you – it's a core value. (But we'd like to hear you sing it if the opportunity ever presents itself.)

## Our Ideal Candidate:

- Has credit union experience and understands the industry, from philosophy to basic operation/value proposition.
- Has excellent written and verbal communication skills- tactful.
- A Self Starter that is highly motivated and takes initiative.
- Outgoing and understands fostering relationships is a huge part of this job.
- Great sales person – has the ability to present with confidence and competence. Assertive and sure that our product is the solution. (Because it is.)
- Wants to work from home and values flexibility. (High-speed Internet required, sweatpants optional.)
- Bachelors Degree preferred, but not necessary if you're really awesome.

## Other Information:

This position will be part time, initially, but has the potential to turn into a full-time position. Travel is not required, but depending on the candidate, it may be an option. Willingness to travel a few times a year and being located by a major airport is a plus. Technology and tools will be provided. To learn more about us visit [www.bookmoreauto loans.com](http://www.bookmoreauto loans.com).

Email resumes to [HopefullyYourNextBoss@autolink.io](mailto:HopefullyYourNextBoss@autolink.io).