

Bilingual Client Relationship Associate

Position: Bilingual Client Relationship Associate

Job Number: 0617-19

Status: Full Time

Channel Fusion is the trusted channel marketing management partner of America's top brands. We bring the passion to support our customers optimize their channel marketing programs through best practices, continuous improvement, performance insights and technology solutions; resulting in measurable results. We specialize in providing high tech, exceptional channel support services and custom technology solutions.

The successful candidate will be a motivated self-starter with a strong work ethic who possesses excellent organization skills, demonstrated professional written and oral communication skills, dedication to client service and support as well as the ability to multi-task. Responsibilities include:

- Providing high quality and efficient customer service and support by assisting with overall account processes & providing routine client support for various fund based programs, operations, and initiatives on behalf of our brand clients; including auditing and processing claims, assisting with access and use of various information portals and technology tools and answering questions or clarifying program guidelines, operations, and rules.
- Utilizing our proprietary fund management programs for transaction processing, claims auditing, and responding to customer information requests.
- Providing high touch phone and email support to program participants, customer sales teams and customer partners. Establishing strong client relationships as an associate while accurately and consistently keeping records of customer interactions, questions, concerns and suggestions.
- Ensuring client satisfaction, enhance our value to our clients and achieve operating targets.
- Being part of a culture of performance and continuous improvement and collaborating with a team of specialists and associates to optimize delivery of support and service.

Knowledge, Skills and Abilities:

- AA Degree in Business, Accounting or related field.
- Bachelor's Degree in Business Administration or Communications preferred.
- Ability to communicate verbally and through writing in French is required.
- Excellent opportunity for recent college graduates or those with previous experience in customer service or client support roles.
- Detailed oriented and strong organizational skills.
- Demonstrate excellent written and oral communication skills, able to effectively communicate to all levels of management.
- Provide a high level of service to both external and internal customers and clients.
- Ability to work independently and in a team environment to foster a strong working environment.
- Possess problem solving qualities, ability to prioritize and adjust to the circumstances, and a high degree of efficiency in time management skills.

- Strong math skills, attention to detail and proficiency in MS office products including Word, Excel, and Outlook are highly desirable.

Channel Fusion offers a fun, family-focused environment, competitive wages, and a comprehensive benefit package. To apply for this position, e-mail a resume and cover letter including salary requirements to Human Resources at jobs@channel-fusion.com. EOE/AA/M/F/D/V