

Client Services Manager

at Bandwango

Murray, UT

Client Services Representative

The Client Services Representative (CSR) is responsible for working with new and existing clients to efficiently implement or “onboard” them into the Bandwango DXE platform as well as deliver continuous support to client needs on an ongoing basis.

The CSR will work closely with the Director of Client Services to define the project within our project management system (PMS), delegate tasks, define timelines and milestones, and ensure tasks are completed within a reasonable amount of time.

Additionally, the CSR will be responsible to manage incoming client emails, assign tasks in the PMS, and effectively communicate to the client in a timely and professional manner.

Key Responsibilities

Reporting to the Director of Client Services, the CSR is responsible for the following critical tasks:

- Manage multiple projects within our PMS, Asana
- Set up, maintain, and ensure tasks are being completed in a timely manner and on schedule
- Report status updates directly to the Director of Client Services
- Work directly within the Bandwango DXE platform to configure the client correctly, per the specific use-case(s) the client plans to utilize the system for
- Manage a shared email inbox for incoming client emails and effectively translate these requests into the PMS

Requirements

- 3+ years working in customer service
- Effective and professional communication skills
- Experience with project management systems
- Be able to travel to our Murray, UT office 2-4 times per year
- Time management skills and the ability to manage multiple projects simultaneously
- Effective management of email inboxes to respond to, delegate, and ensure emails are being processed efficiently

To apply for this position, please email your cover letter and resume to Sierra Sessions, Director of Client Services, at sierra@bandwango.com.

This document is strictly private, confidential and personal to its recipients and should not be copied, distributed or reproduced in whole or in part, nor passed to any third party.