



Title	CLIENT SERVICES SPECIALIST (Experienced)	Reports To	Client Services Manager
FLSA Status	Non-Exempt	Work Schedule	Full-time
Department	3CA	Location	Sacramento, CA Dover, DE

JOB SUMMARY

The Client Services Specialist is responsible for the success of the daily workflow and processes within the department to ensure quality output and maintaining FCS superior service standards while meeting deadlines. This position requires the gathering and analyzing of data while working with a team to accomplish short-term goals. The Lead CSS plays a vital role in supporting, communicating and encouraging FCS Vision, Mission and Guiding Principles.

DUTIES AND RESPONSIBILITIES

- Monitor production for accuracy, quality and timeliness
- Perform and utilize workflow processes along with online team members
- Lead projects to meet deadlines
- Coordinate open and close coverage with Client Services Manager and other leads
- Train team on process and procedures to ensure team success
- Coordinate staff coverage with Client Services Manager
- Promptly answer client inquiries regarding service questions, billing inquiries, general concerns
- Manage workflow and detailed reporting ensuring customer satisfaction
- Maintain a comprehensive understanding of client needs, FCS product lines and various Secretary of State and County regulations regarding UCC statutes
- Examine all data sources to ensure only the highest quality, most accurate resources are used to complete service requests
- Perform various other job-related duties as prescribed by company and departmental need

QUALIFICATIONS

EDUCATION/CERTIFICATION

- High School Diploma or greater
- Preferred - Some college or bachelor's degree in business-related field

EXPERIENCE

- Three years in risk management, compliance, UCC, public record, finance or legal industry
- Five years in customer service in any capacity

REQUIRED SKILLS/ABILITIES

- Excellent attention to detail
- Integrating information from multiple sources quickly and accurately
- Critical thinking with analytical and research skills
- Capable of successfully collaborating with peers and management
- Type at least 65 WPM
- Ability to read and comprehend the Corporations Code
- High competence of computer applications including full Microsoft Suite and internet searching
- Competent in Adobe Acrobat and a paperless work environment
- Ability to operate and navigate on a computer without supervision
- Must have strong organizational skills with the ability to prioritize and manage multiple deadline-driven assignments
- Working effectively as an integral part of team, in daily activities as well as addressing problems in unique situations
- Strong communication skills with reading, writing, speaking and command of the English language

WORKING CONDITIONS and PHYSICAL REQUIREMENTS

Work is indoors and not substantially exposed to adverse environmental conditions. Repetitive and continual typing motion is required. May require occasional travel for training.

- Ability to lift to 10 pounds frequently
- Ability to sit in an office environment for hours at a time
- Average, ordinary, visual acuity necessary to prepare or inspect documents or products or operate a computer
- Able to hear average or normal conversations and receive ordinary information