



Title	CLIENT SERVICES SPECIALIST	Reports To	Branch Manager
FLSA Status	Non-Exempt	Work Schedule	Full-time
Department	4CA	Location	Dover, DE

JOB SUMMARY

The Client Services Specialist (CSS) facilitates the filing and retrieval of Corporate and UCC documents through the State of Delaware DCIS system. In addition, the CSS supports general operational functions and enter orders through the use of company order entry systems.

DUTIES AND RESPONSIBILITIES

- File and retrieve UCC and Corporate documents through the Secretary of State of Delaware
- Independently answer general UCC and Corporate questions
- Participate in SOP processing and mail handling.
- Perform basic office duties such as answering phones, filing, scanning, and faxing
- Input data with low error ratio while delivering exceptional speed and accuracy
- Data entry and management in all supporting systems
- Navigate quickly and accurately between multiple databases
- Maintain quality control standards. Demonstrate ability to multitask and manage projects simultaneously with strong attention to detail and accuracy
- Process nationwide work
- Manage/maintain client accounts and portfolios.
- Build exceptional relationships and rapport with clients to better understand their needs
- Proactively update clients and exceed their expectations and deadlines
- Maintain industry knowledge and stay updated with changes through state and correspondent interactions/websites, associations, websites and competition
- Participate in ongoing training to enhance skills and other services offered to clients.

QUALIFICATIONS

EDUCATION/CERTIFICATION

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

EXPERIENCE

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

REQUIRED and PREFERRED SKILLS/ABILITIES

- Ability to operate basic office equipment such as scanners, fax machines and mail postages.
- Registered Agent knowledge and experience as well as DCIS experience.
- Comfortable working in a small office environment.
- Possess an energetic self-starter mentality and thrive in a fast-paced team-oriented environment.
- Strong computer skills with the ability to integrate information from multiple sources quickly and accurately. Must have a basic understanding of related computer applications, primarily Microsoft Word and Excel.
- Must be able to work effectively in a teamwork environment, in daily activities as well as addressing problems in unique situations.
- Possess excellent written, verbal and visual communication skills and able to read, write, speak the English language.
- Understand client needs based on industry, practice-area, internal processes or other business operations.
- Possess strong negotiating skills and conflict resolution skills.
- Strong prioritization, organizational, problem solving and time management skills.
- Ability to work independently with a minimum amount of oversight.
- Possess strong, balanced relationship-building and interpersonal skills.
- Ability to assess daily workflow.
- Must always present a professional demeanor.
- Fully understand the UCC Code in relation to RA9, Filings & Searching.
- Fully understand the MARS concept for UCC searching.
- A notary or willing to become one.
- Ability to prepare business letters, proposals, summaries and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to continuously sit, stand or walk in an office environment.
- Ability to bend and lift up to 10 pounds.
- Average/ordinary visual acuity necessary to prepare or inspect documents or products and operate a computer.
- Able to hear average or normal conversations and receive ordinary information.

WORKING CONDITIONS

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