



Account Onboarding Representative

ROLE AND PURPOSE

The Account Onboarding Representative, reporting to the Director of Onboarding, is responsible for onboarding our clients for use of Brivity Platform. They are responsible for using excellent, in-depth knowledge of Brivity Platform to quickly launch our clients' tools, as well as communicate effectively with clients to determine their website and launch needs and communicate those needs to team members from within the customer service department as well as team members from design, development, and sales departments.

DUTIES AND RESPONSIBILITIES

- Drive customer satisfaction while consistently meeting launch timeline standards
- Support and consult with clients during the personalization and customization of their Brivity Platform by mastering the individual components and their immediate affiliation with each other.
- Manage, organize and update Brivity's client services tools as a result of our platform launch efforts.
- Utilize phone, email and chat for proactive client outreach.
- Consistent and timely follow-up with customers to ensure resolution, satisfaction and possible referrals for system upgrades.
- Become a trusted advisor and resource for our clients and own their issue to completion.
- Perform all other Business Development duties as assigned.

SKILLS & COMPETENCIES

- Tech savvy with a skill for learning web-based systems.
- Skilled with computers, email, smartphones, and web-based tools.
- Excellent written and verbal communication skills.
- Highly organized with extreme attention to detail.
- Ability to work independently and handle shifting priorities.
- Very motivated by a growth and coaching culture.
- Must work in Bellingham office.

QUALIFICATIONS

- 2-4 years experience in Customer Service/Account Representative/Client Care
- Strong working knowledge of Google Apps and Microsoft Office applications.
- Experience working in real estate-related businesses or previous CRM experience preferred but not required.

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time position; typical work hours and days are Monday through Friday, 8:30am to 5:00pm. Some flexibility in hours is allowed. Salary DOE.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. As a policy, the Ben Kinney Companies company does not sponsor employment visas.

Ben Kinney Companies Tech Division is an Equal Employment Opportunity employer. All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, or national origin.