

## JUNIOR CLIENT SERVICES ASSOCIATE

### POSITION OVERVIEW

The Junior Client Services Associate (CSA) provides a range of sales, service, administrative and relationship management support to be the first point of contact for clients. The CSA ensures the long-term success of our client relationships.

### JOB RESPONSIBILITIES

- Coordinate information flow from client through the organization and back to the client.
- Create, develop, and maintain client files (WIPs) and ensure questions are routed to the appropriate team member.
- Daily maintenance and creation of spreadsheets and invoices
- Build and maintain strong, long-lasting client relationships
- Research and respond to client inquiries and/or problems of clients, including account change requests; escalate issues as appropriate.
- Provide general administrative support, including but not limited to managing logistics, invoicing, shipping etc.
- Perform duties & responsibilities specific to department functions & activities or as assigned by supervisor.
- Assist team members periodically as needed

### ACCOUNTABILITIES AND PERFORMANCE MEASURES

- Oversee the goods and services ordered and ensure high level of client satisfaction and business efficiency.
- Accountable for billing for each client in that team.
- Accountable for performance objectives.

### QUALIFICATIONS

- College degree and two (2) year experience preferred
- Ability to multitask, detail oriented and strong organizational skills required
- Professional verbal and written communication skills
- Must be punctual and dependable
- Knowledge of Microsoft Office Suite (Word, Excel, Powerpoint)
- Desire to grow long-term with the company
- Demonstrate an ability to meet quality standards in personal behavior and performance– lead by example.
- Must be comfortable working in a “quick-turn” industry



## AT-A-GLANCE POSITION INFORMATION

- Job Type: Full Time
- Salary: Based on Experience
- Benefits: Medical, Dental, Vision, Retirement Plan (401K), Paid Holidays, Vacation, Personal and Sick

## COMPANY DESCRIPTION

ENO Brands, Inc. is a premium jewelry manufacturing solution dedicated to the art of jewelry craftsmanship. Our mission is to provide the best quality products and customer service experience for all of our clients. For over 3 decades, our family-run business has had the opportunity to work with leading brands in the fashion jewelry industry.