



**TITLE:** Client Services Assistant  
**COMPANY:** Superior Contact  
**LOCATION:** Marquette, Michigan

**CLIENT SERVICES ASSISTANT.** Join the highly customized, innovative team at Superior Contact as a **Client Services Assistant** in Marquette, Michigan. Superior Contact has redefined the contact center for both large and small business to a truly personalized customer experience. Superior Contact handles the unique needs of diverse industries such as energy services, healthcare, non-profit organizations, and telecommunications.

As a Client Services Assistant, you act as a liaison with clients by providing information and resolving emerging problems, ensuring excellent service standards and maintaining high customer satisfaction.

**RESPONSIBILITIES.**

- Answering and managing incoming customer service calls, emails, chats, etc.
- Identifying and assessing customer needs.
- Recording customer interactions and following established escalation procedures.
- Engaging customers and building relationships of trust.

**COMPENSATION.** \$10 - \$15 per hour, based on your experience.

**BENEFITS.** Superior Contact places great value in their team by offering a comprehensive package of benefits including medical, dental, vision, long-term disability, and life insurance; flex account; 401K with match; paid time off and educational reimbursements.

**WHAT YOU NEED TO BE SUCCESSFUL.**

- High school diploma or GED, required; degree, desired.
- 2+ years' experience providing exceptional customer service.
- Ability to react quickly to changing situations.
- Knowledge of MS Office and Internet applications
- Ability to work under minimal supervision.
- Unrestricted right to work in the United States, required.

**NO PHONE CALLS PLEASE.**

**APPLY ONLINE AT** [superiorcontact.sdsjobs.com](http://superiorcontact.sdsjobs.com)

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