

Job Description – Customer Relations Specialist

Employer: CBS Creative Business Solutions

Location: Tirana

Status: Full Time

General Scope of the Position

The Customer Relations Specialist is responsible for inbound and outbound communications as part of a Multichannel Distribution approach provided by CBS. The CRS responsibilities include serving as a centralized information point for clients, maintain customer/ third-party relationship, managing social media channels in terms of business communication, promoting digital media advertising products and other services offered by CBS, supporting the sales force in their sales activities, managing small clients portfolio by regular interaction, identifying and escalating priority issues. Customer Relations Specialist reports directly to the Manager, Direct Sales.

Duties & Responsibilities

- Serve as official centralized information point for in-house visiting clients and via communication channels;
- Responsible for efficiency in communications between CBS and third parties by routing all incoming requests to the appropriate resource;
- Serve as a general contact representative for CBS to clients and handle/ follow up inquiries over the phone, by email, and social media communication channels;
- Manage, keep record, delegate, and follow-up all customer requests/complaints to ensure appropriate resolution;
- Accountant to all emails directed to CBS, as well as social media communications;
- Maintain CBS customer database by ensuring entrance of updated information frequently;
- Support the sales force staff activities through appointment booking, and maintenance of event/activity calendar with existing or prospect clients;
- Promote IntoAlbania & Agroweb to potential advertising clients and provide referrals to DSAs;
- Promote regularly other CBS products and services and follow-up on mass mailing;
- Design and conduct customer satisfaction surveys;
- Responsible to manage remotely groups of small clients through regular communication;
- Proactively contact and communicate with inactive clients aiming reactivation of potential collaboration;
- Cross and upsell of CBS services;
- Refer business to any member of the sales force (internal (DSAs) or external (ERAs));

Skills & Qualifications

- Bachelors and/or Master's degree in Marketing, Business Administration, Communications, or other related fields of studies.

- Prior working experience in the role of customer relationship agents or contact representative;
- Knowledge of customer service principles and practices, Customer centric;
- Strong verbal and written communication/negotiation skills; a persuasive communicator with excellent interpersonal and multidisciplinary skills;
- Creative thinking and openness to new challenges. Resilience in the face of pressure, multi-tasking skills;
- Experience in using computers/smart digital devices and competency in Microsoft applications including Word, Excel, PowerPoint and Outlook;
- Unwavering commitment to teamwork.

About CBS

CBS Creative Business Solutions is a leading business consulting and project implementation firm in Albania. It delivers consulting services and implements development projects in Albania with a spillover effect in the Western Balkans. CBS has established expertise in SME Access to Finance, Financial Consulting, Agriculture Development, Bank Products, Tourism, Business Intelligence Technology and Digital Market Innovation. CBS employs 30 professionals in its headquarters in Tirana and two local branches in Fier and Korça.

How to Apply:

Interested applicants should submit a current resume before **October 27th, 2020** at info@cbs.al and include "Customer Relations Specialist" in the subject line.