



Client Manager

Job Title: Client Manager

Job Type: Full Time, Employee

Location: Vista, CA

Education Level: Bachelor's Degree

Career Level: 3-5 Years of Experience

Function: GoBeRewarded is seeking a full-time Client Manager to perform a variety of functions at our office in Vista, CA. Tasks include maintaining client information, managing client expectations and feedback, overseeing project completion and performing customer retention activities. We are looking for a hardworking, detail oriented individual with excellent communication skills to serve as a liaison between clients and our other team members.

Reports to: Owner

Essential Duties and Responsibilities: Duties include the following (and other related duties as assigned)

The Client Manager will be required to receive visitors and clients, answer all inbound phone calls, and handle requests for information. A primary function of this position is to oversee projects by delegating tasks to technical team members. A secondary function is to retain clients by ensuring updates and change requests are handled quickly and accurately. The position will schedule appointments and maintain calendars for team members, meeting space and equipment. This person will provide assistance with billing, document management, event planning, maintaining office equipment/supplies, errands, recording employee holiday requests, and carrying out requests of the owners.

Required Skills:

- Excellent customer service skills in person, through email and on the phone
- Ability to organize paper documents and digital files on cloud platforms
- Experience with logistical aspects of planning meetings and events
- Knowledge of copying, scanning, faxing, etc.
- Basic Understanding of A/V equipment (HDMI to TV)
- Ability to manage client files, spreadsheets and produce reports

Qualities You Should Have:

- Excellent written and verbal communication skills
- Initiative, integrity, and commitment to quality on all duties
- Ability to budget time and adhere to deadlines
- Open to learning and dedicated to improving
- Ability to keep detailed, organized filing structures
- Maintain a professional image and represent GoBeRewarded well on the phone, through email and at events

Technical Specifications:

- Proficient in Microsoft Office, specifically MS Word and MS Excel
- Knowledge of standard office equipment

Physical and Environmental Conditions:

You will be required to use a computer and have a working knowledge of data entry functions necessary for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

How to Apply:

Apply online at <http://www.goberewarded.com/careers>. We look forward to hearing from you and thank you for your interest in GoBeRewarded.