

Towers Watson Data Services is a leading provider of compensation, benefits and employment practices information to the global employer community. Our databases are recognized worldwide as the most reliable source of current data for compensation planning.

Covering more than 100 countries across six continents, our data centers in the U.S., Canada, Europe, Middle East, Asia Pacific and Latin America annually compile reports on the remuneration, benefits and employment practices of local and multinational companies.

Our "in-country" experts apply their local knowledge of the varied employment markets, practices and customs to deliver a complete compensation picture that can be used to create sound, market-based pay programs for entire organizations.

Our international databases contain compensation information covering millions of employees based on the annual survey participation of organizations ranging from emerging growth companies to many of the world's largest conglomerates. Towers Watson Data Services also offers an array of custom services, including customized surveys, compensation policy audits and compensation policy design.

The Client Care Representative is an integral member of the Business Development Team and works out of our growing business-to-business publishing company.

Their primary responsibility is to respond to client inquiries following established procedures and guidelines. Other responsibilities can include special projects such as call campaigns to collect outstanding receivables or calling to solicit participation in our compensation surveys.

We offer a very competitive salary and benefits package which will be commensurate with experience. • Minimum Experience Required: 2 years in

Customer Service in a professional services environment

- Minimum Education Required: Some college coursework
- Respond professionally to customer inquiries/complaints received via phone, e-mail and/or other communication devices and ensure that appropriate action is taken, including forwarding to the appropriate contacts and follow up
- Research questions and issues relating to our compensation survey products and route questions appropriately
- Take orders including fulfillment processing, as well as maintain and update client accounts
- Maintain complete, accurate, and clear case notes
- Actively participate in meetings and engage in training opportunities
- Identify potential prospects through probing questions and establish positive relationships
- Possess the ability to analyze and solve problems in a changeable work environment
- Possess a cooperative and positive attitude towards clients and team members
- Occasionally responsible for training other Client Care Representatives
- Must be able to work on-site during core business hours of: 8:30 AM – 5:30 PM EST.
- Special projects and other duties as needed

*****To apply for this position please do so directly at:

<http://www.aplitrak.com/?adid=bGR1bmNhbi4wOTYyOC4zMDYzQHRvd2Vyc3dhdHNvbi5hcGxp dHJhay5jb20>