



Job Description for: *Customer Experience Specialist*

Reports to: VP Training and Implementation

Maximize the effectiveness and reach of the Mendez Foundation's prevention education programs through cultivating positive relationships and exceeding customer expectations while maintaining high standards of customer service and integrity and a commitment to excellence.

Responsibilities and Duties:

Customer Service

- Receive all incoming calls and process and forward as necessary
- Assist customers with product questions, online orders, and basic implementation questions
- Handle all incoming chats and provide friendly, accurate, and timely responses
- Assist customers in resolving post-sale and order-related problems and concerns
- Act as customer liaison with the Business Office and the Shipping department to ensure customer satisfaction throughout the order fulfillment and sales support process
- Build and maintain positive relationships with prospective and existing customers to ensure program delivery excellence and superior customer satisfaction

Sales Order

- Process all incoming sales orders accurately and in a timely manner
- Facilitate the end-to-end order fulfillment process

Sales Support

- Maximize and add value for the new and existing customer by assessing current program usage and implementation needs to identify unmet sales opportunities and work with the Account Services Coordinator for follow up
- Promote product reorders, replacement materials, and implementation expansion to generate additional program material and training sales with existing customers
- Generate weekly sales and customer contact call reports
- Support trade show and conference participation and attend as necessary and follow-up on leads generated

General

- Provide office support as needed
- Participate in strategic planning meetings to meet current customer needs and increase leads
- Participate in scheduled and impromptu staff meetings and other meetings as assigned
- Participate in Mendez Foundation sponsored community events as assigned by Senior Management

Knowledge, Skills, and Abilities

- Working knowledge of prevention education programs - *Too Good* programs and competitor programs
- Working knowledge of varied educational environments and institutions
- Working knowledge of prevention education funding
- Proficiency in maintaining detailed accurate records
- Ability to actively listen and engage in conversation with customers to discover implementation-relevant information and create sales opportunities
- Ability to organize, prioritize, and complete a variety of tasks efficiently and accurately
- Demonstrate excellent communication skills through effective speaking and listening - friendly, courteous telephone manner
- Strong critical thinking, analytical, and problem solving skills
- Work both independently and within a team environment

Preferred Education and Experience

- Bachelor's degree
- 3 - 5 years internal sales and account service experience
- Customer Service focus