



Client Services Manager

Company Vision

RISE Association Management Group of companies is the best-in-class provider of property services for Texas homeowners' associations. Within our various brands and service offerings we offer a range of property services to condominium and townhome communities. We administer the business entities that are community associations specializing in condominium and townhome communities. We're built specifically to solve the kinds of problems that face our condominium and townhomes association clients. We're thought leaders, innovators, and problem solvers. Whatever the issue: we have an expert under this roof who can solve it. We're a team of financial services professionals, facilities maintenance experts, risk managers, and business managers and we're looking for the next generation of problem solvers to join us and be a part of our rapid growth. We implement intelligent solutions, exceptional service, and the RISE way so that we can create a vibrant future and quality of life today. We connect community association, financial, and facility expertise with communities who need it. We are problem solvers and business managers who just happen to be in the business of community association management. Together, we will go far. Together, we RISE.

Our Core Values:

- Precision, Preparation, and Organization (PPO)
- Honor Commitments
- Ownership
- Curiosity
- Partnership
- Find a Way (or make one)
- Inspiring Attitude
- Stewardship

Job Description:

We are looking to hire an eager, curious, and effective **Client Services Manager** to join our growing team.

As a **Client Services Manager** with RISE, you will enjoy helping our clients and our team by ensuring that customers are always satisfied. Duties include supervising and managing the customer service team, training staff members to provide the highest standards of customer service and ensuring that all company policies are followed. Additional tasks comprise of handling customer inquiries and resolving customer problems. We need a Customer Service Manager who can take charge of our customer service department and foster positive relationships with our clients. If you know how to find unique ways to deal with customer complaints or concerns, you would be a perfect fit for this position. This position will require frequent interaction with staff and clients.



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Core Responsibilities include but not limited to:

- Leading, Managing, and Accountability for Team Members of the Customer Experience Department
- Oversee inbound support team to ensure phenomenal service experiences for our customers reaching us via:
 - Telephone
 - Ticketing System
 - Email
- Ensure team members meet Service Level Agreements for Response Times and Satisfaction Scores
- Onboarding and training customer services team members.
- Manage and Reporting on Zendesk Ticketing System
- Work with other teams to communicate service-related activity, needs, and concerns;
- Training team members on excellent service techniques via phone, email, and in person.
- Create and maintain a collaborative team focused on effective, high quality client service.
- Manage and work with Social Media Reviewer to ensure issue resolution and communicate RISE's commitment to quality;
- Provide ongoing client support with the use of diagnostic skills to identify root cause of client issues, develop solutions and recommend appropriate action to prevent recurrence of problem.
- Build strong client relationships and provide quality service to retain client base.
- Perform side by side listening/shadowing and coaching with your team members to assist in the further development of staff.
- Set reasonable customer satisfactions goals and work with the team to meet them on a consistent basis.
- Interact with customers daily responding to their questions and guiding them to the appropriate service team.
- General Office Administration

Other Duties May Include:

- Processes community-wide email notifications for association when necessary.
- Perform daily/weekly/monthly department team meeting.
- Upload client documents such as meeting minutes, contracts, and policies to their respective community website.
- Review email, eblast and client notification before sent out to clients.

Required Characteristics:

- Must share our core values.
- Must be reliable and dependable.
- Must enjoy finding and proposing solutions to problems.
- Must thrive in a fast paced, deadline driven environment.
- Must be willing to self-learn in addition to on-the-job training.
- Must be comfortable with working on new and sometimes unfamiliar problems
- Must be self-motivated, proactive, detail oriented and a team player.



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Required Skills, Knowledge, and Experience:

- An Associates Degree or higher (equivalent work experience acceptable).
- Minimum of 3 years' experience in a Leadership Role including direct reports;
- Minimum of 3 year's experience leading a Customer Care department in hospitality, call center, or similar environment;
- Ability to teach and train effective customer service techniques;
- Ability to manage high volume and fast paced call center and ticketing environment;
- Ability to lead, manage, and hold team members accountable;
- Ability to manage and maintain a Customer Relationship Management system (e.g. Zendesk, Salesforce, or similar system);
- Excellent written and verbal communication skills;
- The proven ability to manage both day to day execution and projects to achieve results of business goals and special assignments.
- Advanced problem-solving and analytical skills.
- Must be a positive, energetic and results oriented team player.
- The ability to be receptive to and appropriately incorporate feedback from those above and below.
- Advanced level computer skills using Windows and Microsoft Office including Word, Excel, PowerPoint, and Outlook at a proficient level; Strong computer skills with a proficiency in data entry, including 10-key.

Education/Certification Requirements:

- Bachelor's Degree from an accredited university preferred. High School Diploma or equivalent experience.

Additional Information:

- All your information will be kept confidential according to EEO guidelines.
- **FLSA Status:** Exempt
- **Status:** Full-Time
- **Hours:** Monday through Friday 8am to 5pm. Evenings and Weekends as required by demand.

Work Location:

- 3131 Eastside St., Suite 130

Physical Requirements:

- Ability to lift up to 20 lbs;
- The majority of work schedule will be spent seated.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and listen. This position is active and requires standing, walking, and sitting all day. Specific vision



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abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Typical Working Conditions:

- Works primarily indoors.
- May be required to work any time of the day, evening, or night during the week and/or weekend.

Benefits:

- 20 Days of PTO per Year + 9 Paid Holidays
- Group Health (75% Employer Paid)
- Life & AD&D, Dental, Vision, Short Term Disability, et al;
- 401K

Average Compensation:

- \$50,000 – \$55,000