

Client Success Liaison Job Description

As a Client Success Liaison, you will join a team -focused, fast pace environment and will be integral in the daily operations of our Fulfillment Centers. You will be working in a customer focused environment that provides first in class service to our clients. This is a full-time salary position with regular hours 9am – 5pm M-F, reporting to the Manager of Client Success.

Role

The Liaison will recommend workflow improvements to the client as well as to internal departments to ensure client satisfaction. The dynamic position is responsible for handling daily communications that may lead to communication and delivery of actionable items in the operation to provide “first in class” services in a timely fashion. The expectation of this role is to represent the assigned client brands in all internal communications to foster and maintain positive long-term client relationships.

Daily responsibilities:

- Act as the liaison between Quiet Logistics and the assigned clients.
- Common daily inquiries include order status, purchase order statuses, account questions, billing, new product initiatives, and others.
- Communicate with internal teams to prioritize and complete tasks requiring attention for each client portfolio.
- Ensure client’s priorities come to resolution in a timely manner and provide follow up with context on results.

Requirements:

- Must have working knowledge of Microsoft Office, Slack, and Google docs
- Excellent problem-solving skills
- Positive attitude
- Strong Communication skills
- Reliable and self-motivated
- Ability to lift to 40 lbs. if/when necessary.

What can you Expect from Quiet3PF:

A “Fun” working atmosphere, with many opportunities for growth. Health, Dental and Visions Plans. 401K plan with a Matching Employer contribution.