



Since 2000, ZAREQ has pioneered innovation in On-Demand Information Systems / Information Technology Workforce Acquisition Solutions and Services for Americas most recognized companies - in effect mastering the prospect sourcing, screening, and acquisition processes so our customers can master their growing technology needs. ZAREQ combines an unsurpassed technical infrastructure, strong business processes, and a new generation of industry leading technical talent consultants to deliver highly talented IT professionals in an every demanding market.

We are seeking a Customer / Consultant Services Executives for our Phoenix, AZ operation. This role is primarily to be a driver of customer and consultant business relationships. In this capacity, he/she will be responsible for developing strong client / consultant relationships, managing existing client relationships to ensure customer satisfaction. The role also requires expanding current client relationships by gaining customer /consultant appreciation and, providing needs-based proactive resolutions. This position will be the face of ZAREQ and will be required to understand and market our solutions and services when necessary.

**PRIMARY RESPONSIBILITIES:**

- On board new consultants through orientation and setting expectation.
- Conducts onsite client / consultant introductions.
- Maintains a well defined and strategic communication plan with client and consultants in order to mitigate unforeseen problems or false expectations. Maintains a client / consultant visitation schedule to stay current with future business opportunities.
- Manages overall client / consultant relationship growth, and satisfaction.
- Defines customer service metrics and methodology to ensure maximum service.
- Manages consultant retention and remarketing.
- Maintains contact with Consultants during assignments/projects and client sites to remain aware of project status, gather feedback from Consultant and client about progress/performance, and resolve Consultant issues.
- Ensures contract renewals and consultant role off by maintaining awareness of client projects to maximize opportunities.
- Works with Clients and Consultants to resolve escalating consultant/client issues in a timely manner.
- Maintains timely and accurate Front Office system records regarding client databases, contacts, call activity and opportunity management.
- Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree or equivalent plus 2-5 years in customer service.
- Must be a have great communication and relationship building skills
- MUST BE WILLING AND ABLE TO ADHERE TO COMPANY **POLICIES, PROCESS, & PROCEDURES.**
- Must have excellent analytical and problem resolution skills.
- Must have great professional business presentation skills
- **Must have great typing and written skills (50+ p/m) while on a telephone call.**
- Entrepreneurial mentality a MUST
- Must be creative, and able to use Microsoft Office Products.
- Must have positive, spirited, enthusiastic personality
- **Must pass criminal background check & personality profile examination**