

## CLIENT SUPPORT SPECIALIST

### ROLE DESCRIPTION:

You are an important part of the Base Zero 'EARS' team - Event Acquisition & Retention Specialists.

Your primary role will be to assist in phone based customer support & office duties.

These duties require excellent personal communication, attention to detail, organisational skills and the ability to effectively listen to client's needs.

A basic understanding of Gmail and Microsoft Excel would be preferable.

Once you're ready to grow, and your understanding of the business is sufficient, your role will expand to develop your verbal and written communication skills into new areas within the business.

### WORKING DAYS:

Weekly roster will be agreed upon prior to employment commencing.

Potential flexibility around school pick-up / drop-off time.

Standard times of work may include the following:

Week 1: Monday 9am – 2:45pm, Wednesday 9am – 2:45pm, Thursday 9am – 2:45pm,

Week 2: Wednesday 9am – 2:45pm, Thursday 9am – 2:45pm.

### KEY TASKS:

- Following up on previous customer enquiries, to build customer relationships.
- Recording all new contact and event info.
- Generating and reviewing client enquiry spreadsheets.
- Sourcing new events, through target marketing.
- Answering phones and responding to emails as required.
- Send General emails to customers as required.
- Database administration – checking/ adding all entries.

### KEY PERFORMANCE INDICATORS:

- Follow up Proposals Sent folder Bris and Syd.
- Follow up all pencilled in events up to 6 months ahead from current month.  
Contact on alternate days, Sydney 1<sup>st</sup> day, Brisbane 2<sup>nd</sup> Day.
- Proposals monthly average 55.
- Reservations monthly average 8.