



## **Position: Client Representative**

The Training Associates (TTA) is a fast growing and financially strong company with professional management. We are the world's largest and oldest provider of trainers and trainer delivery solutions. We are currently looking for a **Client Representative** interested in full-time employment to join our 60+ person home office on Route 9 in Westborough, MA. TTA prides itself on being a dynamic, friendly and EXCITING place to work.

### **Position Overview :**

The **Client Representative** is responsible for customer service and recruiting functions. These include: searching for, identifying, matching and qualifying trainers for open jobs, negotiating rates, quote and close orders with customer, sending and confirming the instructor order, coordinating travel arrangements, and following up on the quality of the class. The Client Representative must build relationships with trainers, and is expected to handle business with excellent customer service, quick response time and minimum disputes.

### **Essential Job Functions:**

The ideal candidate will be required to handle responsibilities, which include, but are not limited to:

- Updating customer on requisition status in a timely manner
- Filling requisitions with the most qualified candidate
- Negotiating to obtain the best daily rate
- Striving to achieve gross margin goals
- Striving to maintain a high requisition fill percentage
- Maintain a minimum of 20 calls per day to customers and trainers
- Schedule regular telephone meetings with existing customers and trainers to discuss current and future needs, and plans and benefits of TTA
- Create and update monthly forecast for existing customers
- Verbally quoting customers and selling customer on trainer skills
- Complete note history for every activity
- Relay any information from customers and trainers to appropriate people
- Sending accurate travel requests to travel department
- Contact trainers for invoices, receipts and student evaluations
- Developing key relationships with trainers to satisfy customer's current and future needs
- Regularly communicating with customer to promote trainers, obtain more requisitions, and understand their business better
- Maintain customer database and trainer database

### **Minimum Requirements:**

- Minimum of 2 years customer service, telephone and computer experience required
- Very strong attention to detail
- Developed sense of urgency
- Must be highly organized
- Flexibility in handling responsibilities
- Ability to quickly learn our proprietary Customer Relation Management System
- Ability to work well in a fast paced team environment and handle multiple tasks
- Superior telephone communication skills
- Strong verbal and written communication skills
- Proficiency with Microsoft Office Suite
- Must be Internet savvy
- Bring a positive attitude to work every day

Please send resume to: [HR@TheTrainingAssociates.com](mailto:HR@TheTrainingAssociates.com)  
Learn more at [www.TheTrainingAssociates.com](http://www.TheTrainingAssociates.com)