



TTA Internal Career Opportunities

Position: Client Representative

Responsibilities Include:

Receiving and placing telephone calls, and email communications with clients and trainers, working with TTA trainers to: qualify and match them with client requirements, negotiating rates, making travel arrangements, processing payments, assessing clients' training and trainer requirements, and fostering relationships with both parties, maintaining solid relationships by handling client and trainer questions and concerns with speed, accuracy, and professionalism. Performing data entry and utilizing internal software programs. Excellent communication abilities are essential.

Requirements:

- Minimum 2 years customer service, telephone & computer experience required.
- Ability to work well in a team environment and handle multiple tasks.
- Strong verbal and written communication skills.
- Proficiency in Microsoft Office products.
- Will train on our proprietary Customer Relation Management System, as well working within the IT and professional business skills staffing & training industry.
- Minimum standard hours: 8:30 a.m. – 5:15 p.m. or 11:45 a.m. – 8:30 p.m.

Additional Information:

- Positions located at our home office on Route 9 in Westborough, MA.
- Our clients and partners include Microsoft, IBM, Novell, New Horizons Computer Learning Centers, major consulting companies, leading IT training companies, schools, and corporate training organizations.

Compensation:

Salary, commission, bonuses, and excellent benefits including company matching 401k.

If you meet the above requirements please send your resume to:

HR@TheTrainingAssociates.com

Or Fax: 508-890-8658

Or

THE TRAINING ASSOCIATES,
Box OTP,
287 Turnpike Road (Rt. 9)
Westborough, MA 01581-2807