



POSITION DESCRIPTION

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| Title | Business Solutions Consultant |
| Position Level | |
| Location | Wilmington, DE |
| Purpose | Provide support to Clients on a day to day basis to service requests related to their Account with RDC. Service issues could include analysis, questions, research, training and any other support required data, monitoring and alerting functions. |

KEY RELATIONSHIPS

| | |
|-----------------------------|-------------------------------|
| Immediate Manager | |
| Client Services Director | |
| Positions Supervised | |
| <u>Direct Reports</u> – (0) | <u>Indirect Reports</u> – (0) |
| Internal Contacts | External Contacts |
| IT Support | Clients |
| Account Management | |
| Sales | |
| Operations | |

SKILL REQUIREMENTS

1. Acute attention to detail;
2. Proficient with spreadsheets;
3. Comfortable learning new technology;
4. Some familiarity with delimited files;
5. Excellent Communication/Presentation Skills
6. Ability and desire to work as a member of a team.
7. Responsive to Clients

REQUIRED TOOLS TO USE

1. Outlook
2. Internet Explorer
3. CRM
4. CRM Contacts

KEY RESPONSIBILITIES

1. Customer Issue/Question Resolution
2. Communicate Extensively with Operations, IT and Staff

3. Add New Web Users
4. Train New Web Users
5. Resolve Client Issues
6. Create New Customer Profile
7. General Spreadsheet Submission
8. Monthly Reports for Customers and Billing
9. Assist in Updating User Guides and Training Materials

TASK DESCRIPTION

- Client Service Requests – Provide professional, responsive service to all interactions/requests.
- Work with team members to resolve all requests.
- Responsible for Client satisfaction.