

Employment Opportunity

Position: Commercial Account Specialist

Job Status: Full-Time

Job Location: 3461 Carmen Avenue, Rancho Viejo, TX 78575

Website: www.ccrma.org/about-us/about-careers/

Date: February 19, 2020

Salary: Hourly \$13.00 - \$15.00

Deadline: Open

Description of Duties: We are looking for a commercial account specialist to create long term customer relationships and oversee commercial customer accounts. This role's primary duties include servicing commercial customer accounts, process payments for commercial customers, develop new business opportunities, promote account options for commercial accounts, promote tag account, and attend events. The commercial specialist answers customer concerns, identifies errors, resolves customer issues, works with technical team and managers to provide a positive customer experience. They may also assist with non-commercial customer accounts, review and identify license plates, phone support, sort and prepare mail. Will travel and work outside of the office on occasions. This position is subject to six-month probation period.

Responsibilities:

- Serves as lead point of contact for commercial customers.
- Builds, maintains strong, long lasting customer relationships and builds new business.
- Negotiates and collects account outstanding balances.
- Ensures accurate, timely delivery of customer account balances and processes payments on balances.
- Clearly communicates information to the customer in English and Spanish using email, text, or telephone.
- Promotes tag account benefits and toll road usage.
- Collaborates with commercial supervisor and management to identify new promotional opportunities and plan events.
- Prepares monthly reports on accounts status.
- Works independently and in a team.
- Occasional business travel locally and to Mexico

Requirements: The applicant must meet the following requirements when applying:

- Minimum of 3 years' experience in customer service
- Minimum of 2 years sales experience.
- Must have data entry experience
- Must type at least 40 wpm
- Proficiency in Office Programs (Word, Excel, PowerPoint, Adobe)
- Strong telephone skills and active listening.
- Must have excellent verbal communication skills and must present a professional image.
- Ability to work with customers in a caring and respectful manner and with due understanding of and consideration for their unique circumstances.
- Ability to multi-task, prioritize, and use online resources.
- Must be able to read, write, speak, and understand English and Spanish fluently
- Occasionally lifts, carries, or otherwise moves items weighing up to 25 pounds
- Logistic experience preferred not necessary
- High School Diploma or GED required
- Bachelor's degree in a business-related field is preferred
- Employment is contingent to a criminal background check
- Must have a reliable form of transportation, valid driver's license and minimum liability insurance
- **Must submit a resume and an application**

Benefits: The CCRMA offers fringe benefits, based on the category of employee, including: Retirement Plan, and paid holidays. Incentives available based on employee performance. CCRMA is an equal opportunity employer and is in compliance with the Equal Employment Opportunity Commission.

Contact: HR Department

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