

**POSITION TITLE:**

Customer Relations Representative

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**JOB PURPOSE:**

TMS is searching for the next... Customer Relations Representative.

This position performs outbound calls to current customers to ensure their needs are being met. This position will act on behalf of the clients' needs to offer outstanding support while educating them of the newest software/hardware options available.

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**ESSENTIAL FUNCTIONS:**

- Make outgoing calls to current customers to ensure existing software meets the needs.
  - Work with a team to close sales, win business, and reach sales goals.
  - The sole function is to contact existing clients and discuss potential growth opportunities.
  - Build quotes and appropriate sales paperwork for Senior Customer Relations Representative.
  - Possess strong knowledge of Time Management Systems products and services to identify customer needs.
  - Document each call as per company and departmental policies and procedures.
  - Follow up on all emails/calls in a timely manner if necessary.
  - Demonstrate an aptitude for sales, be able to ask for the next meeting and suggest additional products or services to increase revenue.
  - Apply patience and understanding in all customer interactions.
  - Communicate effectively and professionally in all forms of communication with internal and external customers.
  - Maintain regular attendance and to arrive to work on time.
  - Attend trade shows/ travel when necessary to client sites.
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**ADDITIONAL FUNCTIONS AND RESPONSIBILITIES:**

- Function as an effective team member while supporting the efforts and concepts of other departments.
  - Support the mission, vision, and values of Time Management Systems.
  - Apply personal ethics, honesty, initiative, flexibility, responsibility and confidentiality in all areas of responsibility.
  - Possess an enthusiastic, energetic, self-motivated, and detail-oriented approach towards work and all work projects.
  - Possess strong problem solving and decision-making skills while using good judgment.
  - Multi-task and change from one task to another without loss of efficiency or composure.
  - Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.
  - Identify opportunities for improvement while creating and implementing viable solutions.
  - Actively follow Time Management Systems' policies and procedures.
  - Perform other duties as assigned.
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**EXPERIENCE AND EDUCATION:**

- Bachelor's Degree
  - Two or more years of business-to-business customer service experience.
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**WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

- The employee is occasionally required to reach with hands and arms, stoop, kneel, or crouch. The employee may occasionally lift and/or carry loads of up to 35 lbs.
  - Employees may be required to work more than 40 hours per week and other than normal business hours, such as holidays, evenings and weekends as business demands.
  - The employee will be required to work from the Sioux Falls Office Monday-Friday 8-5pm.
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**REPORTS TO:** Senior Customer Relations      **WAGE TYPE:** Exempt  
**WORK GROUP:** Sales

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The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required for the job.

**Time Management Systems will make reasonable accommodations in compliance with the Americans with Disabilities Act.**