



Client Services Specialist Job Description

As a Consultis Client Services Specialist, you are responsible for marketing Consultis services, driving sales and managing the day-to-day operations with the existing client base. You must have strong sales skills as well as a thorough understanding of contingent workforce practices, issues and trends. It will be your job to build our business by pursuing every opportunity to present our company as an amazing business partner. You will develop a plan of attack, cold call, and present services regularly outside of the office visiting clients at their locations. You will negotiate contractual agreements, close business and satisfy clients in a way that ensures they come back again and again.

Specific #ConsultisFISH responsibilities include:

- ▶ Keep our sales funnel full by developing and maintaining a territory plan through savvy market research, a winning sales strategy and aggressive lead generation through referrals, networking, social media, internet research, sales leads and direct contact.
- ▶ Schedule and conduct client and prospective client meetings to make sales and obtain orders.
- ▶ Prepare and present persuasive service proposals, and responses to RFPs and RFQs.
- ▶ Make our clients happy. Promote outstanding satisfaction through client profiling that helps anticipate demand, on-site presentations, direct mailings/email campaigns, weekly performance checks, problem resolution, continual follow-up and client service surveys.
- ▶ Actively leverage a network/user group base to promote the Consultis brand, gain market share and enhance our reputation.
- ▶ Work with your recruiting partners to actively market qualified candidates as a primary source of engagements and ensure our best candidates are submitted, interviews are scheduled, client preparation and debrief, compensation negotiation, and start dates are confirmed.
- ▶ Maintain accurate and timely records in our company database to ensure we can jump on fulfillment of every qualified job order.
- ▶ Build your expertise on local market rates and IT salaries in order to negotiate billing rates and contract terms that address client needs, maintain strong consultant relations and meet target gross margins.
- ▶ Follow up with consultants on engagements to identify lead generation opportunities ("dig deep, go wide").
- ▶ Ensure all agreements and contracts are consistently executed and fully utilized.
- ▶ Verify invoices for accuracy and collect outstanding accounts receivables.
- ▶ Meet or exceed targeted goals, while accurately and regularly reporting on the key results and activities that contribute to those goals.

"Having great success with Consultis can come only from within you every single day. The level of success lies within your ability to focus on our clients and consultants and follow our proven process. After 14 years, Consultis still allows me to manage the client relationship and has never taken away an account. Consultis truly is like my family."



Jonathan M. Sr. Business Development Representative