

Client Relations Specialist

Are you ready for a fulfilling position with a rapidly growing, dynamic business centered on consumer advocacy? Timeshare Termination Team, Denver's only timeshare cancellation company, is looking for a self-motivated, client-centered, organized individual to join our team. Our new **Client Relations Specialist** will provide outstanding customer service via email and telephone and will communicate with our legal team regarding updates and information distribution.

This special person will have a knack for nurturing relationships, from the beginning of the contract through the course of the timeshare termination, ensuring regular communications and updates to client records. This person will trouble-shoot issues which may arise during the course of service delivery. Additionally, he/she will spearhead new-and-improved systems and processes that increase overall organizational productivity and efficiency.

This position requires high attention to detail, accuracy and efficiency, as well as an ethical disposition due to the sensitivity of information handled.

Preferred Experience: 3+ years in customer service experience, preferably in the legal or related industry. Bachelor's degree preferred, but not required.

Preferred Skills: Microsoft Office, Google One Drive, data entry and CRM proficiency (bonus for Infusionsoft proficiency) Basic office equipment knowledge (computer, copier, fax, multi-line phone system).

Qualifications:

- Excellent phone and in-person communication skills.
- Zealous about organization—creating and maintaining it.
- Thrives in process and systematic operations and has experience developing them to increase overall team productivity.
- Skilled at identifying inefficient processes and improving them.
- Self-motivated and takes initiative to find solutions.
- Trustworthy to maintain high level of confidentiality.

Benefits: Our team is focused on excellence and consumer advocacy. The environment is upbeat, positive and team-focused. Everyone who demonstrates our values and delivers on their responsibilities thrives and is well-compensated. We provide opportunity for professional and personal growth, as well as flexibility for personal and family priorities.

About Us: Timeshare Termination Team is the only Denver-based timeshare cancellation company that helps owners legally and permanently get rid of their contracts and maintenance fees. Our process is simple and 100% guaranteed. Clients work with a team of advisors and attorneys who specialize in this service. We are in an amazing period of growth as a new business because we stand out as consumer advocates. We understand the uncomfortable and frustrating position our clients are in and we provide a safe and systematic process to solve their problem.

Timeshare Termination Team provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.