Client Service Assistant

The Details Flowers Software Client Service Assistant is a friendly, patient, empathetic, and passionate communicator. Someone genuinely interested and excited to assist the Details Flowers clients. We are looking for a quick problem solver with excellent customer service experience. The ideal candidate must adapt quickly and have a knack for interacting with people while being personable.

Responsibilities:
- Collaborate effectively within a team environment to achieve collective goals.
- Deliver unparalleled client service experiences for all Details Flowers members.
- Offer prompt and amiable support via phone and email channels.
- Address and resolve user inquiries and issues pertaining to the Details Flowers iOS and web applications.
- Demonstrate leadership by guiding, mentoring, training, and supporting client partners.
- Efficiently manage projects to maintain ongoing client satisfaction.

Requirements:
- Outgoing personality - you love connecting and talking to people
- Excellent communication skills, verbal and written
- Ability to participate in product development and project management
- Comfortable working within a corporate environment
- Interest in Marketing and Event Planning
- Proficient in Google Suite: Google Sheets, Google Docs, etc.
- Strong ability to multitask
- A positive and excited attitude is a must

Additional Skills (Not Required for Hire):
- Bilingual proficiency
- Strong mathematical aptitude
- Previous experience in research-related roles
- Familiarity with data analytics tasks like auditing and generating reports
- Proficiency in utilizing Apple products

Send resumes to hello@detailsflowers.com