



Visibility. Optimization. Innovation. Collaboration. Expertise.

Client Services Analyst

Position Overview

IAS is looking for an enthusiastic and positive individual to become a contribution to our Client Services team. The role is the customer-facing gateway of IAS' services for the intermodal transportation community: ocean carriers, 3PLs, motor carriers, equipment lessors, intermodal depots and terminals. As a part of the IAS team, the client services analyst serves as a direct point of contact for most customer and trading partner interaction. This interaction includes receiving and resolving service requests via phone, email and internal ticket system, and escalating alerts to appropriate personnel as needed. Acting as a liaison between customers/partners and our engineering team and working and resolving network problems and testing with customers. This position reports to the Manager of Client Services, Oak Brook IL.

Responsibilities

The position handles daily customer support of existing IAS global customers and their trading partners using IAS solutions and services. The main activities and responsibilities for this position include:

Front-line Support to IAS Customers and their Vendors/Partners

- Proactively monitor solution performance in order to anticipate potential customer impact
- First point-of-contact for customer support matters such as system/service failures, user administration, requests for enhancements and deployment of new systems releases
- Understanding customers' matters and input clear and concise case summary in ticket system.
- Communicate customers' matters to appropriate stakeholders both internally and externally

Customer Advocate

- Proactively reach out to customers to understand their needs and capture their specific service requirements
- Clearly communicate customers' feedback and requirements to internal stakeholders
- Work closely with IAS Engineering and Product Management to help IAS deliver satisfactory solutions to customers: support design specifications, UAT, release as needed.
- Follow-up closely with customers after each solution release in order to ensure and document complete customer satisfaction
- Conduct periodic survey of customer perception and satisfaction

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Customer Deployment

- Use deployment plan to implement IAS solutions quickly and accurately domestically and abroad
- Lead assigned tasks to completion: on-time, complete and meeting quality standards
- Provide required reporting and communication both internal and external on progress and project status.

Skills and Requirements

- 2+ years of customer support or service experience or relevant education
- Detail and quality oriented with proven ability to deliver consistent high performance
- Natural and practiced ability to establish a positive rapport with the clients to develop and maintain long-term relationships
- Keen ability to clearly understand client's business needs objectives and service expectations.
- Able to perform and prioritize multiple tasks and to take on full responsibility for corrective action related to issue resolution.
- Demonstrated ability to work under minimal supervision and exercise sound judgment when making decisions and interacting with internal and external stakeholders.
- Great verbal and written communication skills
- Strong attraction to working in a collaborative-team environment and leveraging internal and external resources to deploy solutions that satisfy customers' needs
- Proven ability to focus on prioritized tasks and achieve objectives and targets
- Proficient in the use of MS applications (MS Office, Outlook)
- Some understanding of basic internet commerce concepts required (EDI, XML, FTP, IP for ex.)
- Industry Experience: Relevant industry segments are:
 - Intermodal shipping operations: truck, rail, ocean carriers, IMCs
 - Terminal operations: port terminals, rail ramps, depots, container and trucking yards

Preferred but not required

- 2 + years Supply Chain- Logistics Industry Experience
- Experience with EDI (ANSI, XML, EDIFACT, Positional Flat Files, Delimited Flat Files)
- Experience with File Testing Software or Tools (Flat File Checked, EDI Note Pad)
- Experience/Familiarity with WebMethods, Axway, FileZilla and FTPs
- Fluent in Spanish Language