



# COOL (intl)

**POSITION TITLE:** Account Services Representative

Join our growing Contact Center! We are looking for highly motivated, dedicated people to promote new business development and to demonstrate excellent customer service to both our existing and new clients. You must be high-energy, dynamic, and *committed to excellence*. A successful Account Services Representative must have competitive urgency, an exceptional work ethic and must be willing to 'go the extra mile' to be a top contributor to our team.

We are an experienced company with nine years of remarkable growth. We're looking for high-energy individuals with outstanding interpersonal skills to join a team of passionate and fun personalities committed to providing the highest service in the industry.

The culture of our firm is one of enthusiastic service and zealous client care. COOL (intl) provides our clients with *convenience, reliability* and *enthusiasm*. You must exceed expectations through strong leadership skills combined with open communication, commitment, and character. We believe that our purpose as individuals and as a business is to serve others. With that underlying tenant we are determined to *compete* as efficiently and effectively as possible so that we may obtain the resources to serve our customers, our employees and our community. Candidates with a personal interest in volunteering to charitable organizations are highly encouraged to apply.

**Requirements:**

- Education and Experience
  - Business-to-Business sales experience.
  - Strong customer service skills.
  - Strong organizational, interpersonal, verbal & written communication, analytical and prioritization skills required.
  - Knowledge of communication principles, media and marketing techniques
  
- Personal Characteristics
  - Highly social, ability to work collaboratively. Ability to build deep and effective working relationships across a range of people internally and externally.
  - Completer – Finisher: delivers on time; results & action oriented. Ability to follow-through on deliverables and pay attention to details in the midst of multiple projects and deadlines.
  - Requires a professional appearance and manner.
  - Ability to focus and work under pressure.
  - Enjoys multi-tasking; ability to prioritize.
  - Ability to succeed in a competitive environment.

- Motivational Characteristics
  - High-energy level, entrepreneurial spirit.
  - “Whatever it takes” personality.
  - Excellent work ethic; Career oriented.

**Key Responsibilities:**

- Lead Generation - The successful candidate will build sales through lead generation and prospect/client follow-up; identify target accounts, decision makers, and uncover opportunities.
- Exceptional follow-up and contact management skills putting high value on important leads and money-making opportunities.
- Comfortable working on the phones and contacting customers directly; prepare sales proposals; initiate customer orders; provide the highest service.
- Must be resourceful, detailed, and personable with strong oral and written communication skills. Multi-tasking and an enthusiastic, positive attitude to do whatever it takes to get the job done are also important.

**COOL (intl)** offers great income potential for qualified individuals with a strong motivation to succeed. If you have an enthusiastic, "can do" attitude and understand that customers are extremely important, you will love working here.

Please send resume and cover letter to:

[Careers@COOLintl.com](mailto:Careers@COOLintl.com)