

## **Open Position: Client Services Specialist**

### **Company Overview:**

Lanvera is a leading document outsourcing company specializing in invoice processing, electronic billing, statement processing, patient billing, collection letters, 1099s, health care billing and the delivery of other business critical documents via print/mail and electronic presentment. Today, Lanvera customers cross many industries including financial services, insurance, telecom, retail, distribution, manufacturing and health care. Our state-of-the art-processing center in Farmers Branch, Texas generates millions of printed and electronic documents monthly, across a wide variety of applications. Our advanced technology group delivers complex print and mail applications and guides our customers to the right solution for secure, low-cost electronic document delivery.

### **Job Description:**

Lanvera is currently looking for a motivated and ambitious individual to fill the role of Client Services Specialist. Great communication and interpersonal skills are a must in this highly visible role. Primary responsibilities include interfacing with key customers and internal employees to ensure that all jobs meet the customer's expectations, align with Lanvera's processes and are on time. This position is located at the main front desk, which also serves as the initial contact point for all prospect and customer site visits. This is a unique opportunity to join a growth-oriented company that truly cares about the success of its employees.

### ***Specific responsibilities include:***

- Maintaining and expanding relationships with an assigned customer base
- Project management and tracking
- Guiding and training customers on how to use Lanvera applications
- Researching and resolving all customer inquires
- Team participation on new customer implementations
- Customer inventory management and billing
- Basic small-office management (position based at front desk)

### **Skills:**

This job requires a four year BS / BA degree and experience in a client services role. The ideal candidate will be a detail-oriented individual who has superior multi-tasking, problem-solving, communication, and presentation skills. This position calls for an extremely motivated, responsible individual who has leadership experience in a previous position. The Lanvera workday is very fast paced, so the candidate must be able to handle large quantities of emails and calls each day. Candidate must provide a proven track record of successes at previous position. A great personality and phone voice, professional image and strong PC skills are a must. Candidate must be a self-confident individual who thrives in a fast paced environment.

### **Benefits:**

Lanvera offers a full range of comprehensive benefits, including medical, flex plans, profit sharing and a matching 401k plan.

### **Contact:**

Please send your resume including a detailed cover letter highlighting your career objectives and your salary history and requirements to our HR Representative. Only those responses with salary information will be considered. Local candidates only please.