

## Position Description

**Title:** Client Services Support Representative

**Location:** Schaumburg, IL

**Description:** As a Client Services Support Representative you will be responsible for answering a dedicated support phone line, responding to email queries, troubleshooting and resolving issues in an expedient and efficient manner. You will be responsible for resolution documentation as well as root cause analysis reporting. You will be cross-utilized as support to multiple departments. As this position grows, the requirements and responsibilities may be increased.

**Qualifications:** The ideal candidate will have a strong desire to learn, and have a self-motivated work style. In addition, this individual must be a strategic thinker, with the ability to multi-task in fast paced environment. Advancement opportunities for the right candidate are possible.

- Bachelors degree or equivalent
- Experience with analytical tasks and analysis using Microsoft Office
- Excellent customer service and communication skills
- Basic understanding of technical concepts and cell phone technology
- Bi-lingual in French and or Spanish is helpful
- Experience with Salesforce.com is helpful but not required

This is a full time opportunity; shifts are Monday through Friday beginning at 7:00 AM to 4:00 PM. Schedules may vary during training. Other hours may be required.

**Benefits:** We offer unprecedented benefits to our employees. In addition to a fantastic salary base and compensation plan for all of our positions, we offer:

- Excellent career path
- Healthcare plan (M/D/V)
- Paid holidays
- Stock options
- On the job training

We work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

**To Apply:** Reliable candidate with excellent communication and interpersonal skills are encouraged to submit their resume and salary requirements to:

[careers@celltrkgps.com](mailto:careers@celltrkgps.com)

**CellTrak Technologies, Inc.** is an entrepreneurial company providing mobile solutions for home health care. Our patent pending software products run on GPS-enabled cellular phone platforms which automate workflow. Data is transmitted wirelessly to an internet site making the data available real time. Our fast growing business requires that we hire excellent technically focused candidates. We are a very results-driven company and reward success.

**CellTrak Technologies, Inc. is an equal opportunity employer.**