

Client Relations & Marketing

This position combines marketing, client relations, customer service, retention, and support into one position. A great opportunity for someone that enjoys client contact, loves to problem solve and thrives on creative collaboration. XLDent offers a competitive compensation and benefits package.

General Requirements:

Must hold a 4-year degree and have some business-related experience.

Candidate must be self-motivated, self-directed and have strong project management skills.

Candidate must be able to identify opportunities and develop business effectively.

Must hold valid driver's license, insurance coverage and have reliable transportation.

Specific Responsibilities:

- Assist with marketing duties including collaboration on advertising content, blogs, email blasts, social media, and user experience materials.
- Responsible for account management, client retention, and upselling.
- Work with and support sales and marketing in lead generation, client relations and strategic marketing.
- Responsible for outbound retention calls to existing customers.
- Work directly with customers that are at risk of cancelling services.
- Customer service phone support as assigned.
- Provide a unique, pleasant and impressive experience to prospects and clients. This includes personalized demonstrations of the product, providing software support, and client implementation of the XLDent software.
- Responsible for proper utilization and documentation in CRM and other software systems.
- Maintain expertise in product applications, services, computer hardware and associated technologies, competitor activities, and all other related products and services.
- Attendance at trade shows as assigned.
- Client follow-up via phone and occasional PR visits to customer sites.
- Meet and exceed expectations as assigned by supervisor.
- Build customer loyalty and maintaining customer satisfaction through excellent customer service.
- Other duties as assigned.

Please submit samples of work (blogs, social media posts, other marketing related pieces) with resume.