



## DDI Technology

### Open Position

**Job Title:** Contracts Account Assistant

**Reports To:** Contracts Manager

**Department:** Contracts

**FLSA Status:** Non-Exempt

**Location:** Lexington, South Carolina

**Hiring Range:** \$11 - \$14 per hour

**SUMMARY:** This position assists the Contracts Manager in providing personalized service and support to DDI customers; Assists in the customer onboarding process; Partners with other teams to ensure exemplary customer service; Maintains accurate records on all transactions.

**ESSENTIAL FUNCTIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, with or without special accommodations.

**BENEFITS:** Benefits offered include: Medical, Dental, Life, Vision, Short Term Disability, Long Term Disability, Critical Illness/Cancer policy and a 401K.

**HOURS:** Full-time, Monday – Friday, 40 hours per week

#### Position Responsibilities:

- Provides team support in the customer onboarding process, to include inputting customer data into CRM and providing correct state applications to customers.
- Serves as liaison with customers to determine customer needs regarding training or IT support.
- Works closely with Sales and Support Team to provide timely, accurate customer information.
- Provides customers with necessary contracts/agreements and maintains accurate up-to-date records of all transactions.
- Partners with other DDI departments to resolve customer concerns and issues.
- Monitors and distributes incoming emails from ELT Group, Contact Us and DDI info and Sales Que.
- Tracks all communications in CRM for future follow-up.
- Contacts customers via phone and/or email that are missing SSA, Charters or information related to the state applications.
- QAs incoming contracts and enrollment forms for the Contact Department.
- Assists in contacting potential customers due to state launching ELT program.
- Performs administrative tasks not limited to scanning, filing, emailing, reporting, etc.
- Manages partnership contracts (i.e. contract expiration date, track events, etc.).
- Other related duties as assigned by management.

**Supervisory Responsibilities:** None

## **COMPETENCIES/KNOWLEDGE/SKILLS/ABILITIES:**

The requirements listed below are representative of the competencies, knowledge, skills, and/or abilities required to successfully perform the job.

- *Education and/or experience* – A High School Diploma and at least 2 years of customer service experience or an equivalent combination of education and experience; proficiency in software business applications including, but not limited to Microsoft Office, is preferred.
- *Interpersonal skills*- Strong interpersonal skills.
- *Problem solving and analytical skills*: The ability to address problems in a wide range of situations and seek solutions in a fair and consistent manner.
- *Communication skills* – Excellent written and oral communication skills; writes clearly and reads and interprets written information; presents numerical data effectively; speaks clearly and listens and gets clarification.
- *Teamwork* - Balances team and individual responsibilities and contributes to building a positive team spirit.
- *Ethics* - Treats people with respect; works with integrity and ethically and upholds organizational values.
- *Planning/organizing skills* - Prioritizes and plans work activities and uses time efficiently.
- *Safety, security and quality* - Observes safety and security procedures and uses equipment and materials properly; monitors own work to ensure quality and demonstrates accuracy and thoughtfulness.
- *Attendance/punctuality/dependability* - Consistently at work and on time; follows instructions and responds to management direction taking responsibility for own actions.

## **PHYSICAL DEMANDS and WORK ENVIRONMENT:**

The *physical demands* described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The physical demands of the position include close vision, distance vision, and ability to adjust focus; the ability to verbally communicate; use hands for typical office duties. Lifting requirements are minimal.

The *work environment* characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is a typical office setting. The noise level in the work environment is usually quiet. A minimal amount of travel may be required.

To apply for this position, please submit your resume and DDI Job Application to the Human Resource Department: P.O. Box 2078 Lexington, SC 29071 / [humanresources@dditechnology.com](mailto:humanresources@dditechnology.com)