

Client Service Representative | San Diego, CA | Full-Time

Work with a fun team in an up-building environment with lots of room for growth & good benefits! Client Service Representatives at ViziSites are the frontline of our five-star service and our excellent reputation. Find accomplishment in helping small businesses grow through an excellent online marketing presence.

Job Details

Basic Details:

- Full-Time
- Hybrid Work in Miramar office (San Diego, CA)
- M-F 8-4 (exact start/end hours are flexible)

Benefits:

- Medical, Dental, Vision, and Life AD&D Insurance
- 401k
- 7 paid holidays and generous PTO accrual
- [High rating on Glassdoor!](#)

Note: At this time, applicants must be located in San Diego and have reliable transportation to/from our headquarters in Miramar, San Diego.

Job Description

Your day-to-day:

As a Client Services Representative (CSR), you are an integral part of the client experience at ViziSites. Your responsibilities will include editing websites based on client requests, email & phone communication, project support, and strategizing with the team and/or the client. Training will be ongoing, provided on a weekly basis, where you will work closely with the department team lead. You will be working with existing clients to convey their needs to the applicable team members, or take the lead in completion of their requests. This will include website updates, technical email support, Google Business Profile support, taking precise notes over the phone for website edits, regularly checking in with non-responsive clients, fielding client requests related to billing or other departments, transferring inquiries to the appropriate team members, and more.

Correspondence with clients includes answering questions, confirming support requests, or suggesting new additions or services to the client that will improve their online marketing and increase retention. The CSR is required to maintain a quick response time in verbal & written communication, both internally and externally, whether it's via phone, Slack, or email.

Our ideal Client Service Specialists are tech savvy, creative with design experience, organized & extremely detail oriented, comfortable bouncing between tasks and working with team members throughout the day, have strong phone and email etiquette, as well as proven computer skills.

Compensation & Growth Opportunities:

- Compensation range: \$23-\$25/hour, depending on experience
- Monthly bonus opportunities with internal bonus program on top of base comp, which will put your first year OTE between \$55,000-\$62,000
- Annual reviews and opportunities for raises

Experience Needed

What we *have* to see:

- Customer Service experience, preferably with a marketing or creative agency
- Strong communication skills, both written and verbal
- Ability to interpret client wishes and follow through on implementation
- Extreme attention to detail & organization
- Natural eye for design/artistic capability
- Some experience in a website platform (i.e. WordPress, Wix, SquareSpace, Weebly, etc.)
- Comfortable with using AI in day to day duties

What we'd *like* to see:

- Experience specifically in website design & management and/or marketing
- Experience working in WordPress specifically
- HTML/CSS/JS Experience
- Experience with Google Apps (Docs, Sheets, etc), Canva, and CRMs such as Salesforce

What gets us *excited*:

- SEO Knowledge
- Experience in Human Health marketing, specifically Dental, Opto, and Aesthetics industries

Skills

Attention to detail. Customer service. Wordpress. Creative design. Project management. Website design. Good written and verbal communication skills. Responsiveness. Online marketing.

Ready to thrive in a supportive environment where crushing goals is celebrated?! Then submit your resume & cover letter today, describing why you would be a good fit for the position. Visit our website for details and apply today!

<https://vizisites.com/careers/>

In order to ensure that all candidates have a fair and equal chance, we're conducting an employment assessment using Test Gorilla. This minimizes unconscious bias in our hiring process, and successful candidates will be invited to a job interview. [Start Test Here](#)

We look forward to hearing from you!

About ViziSites

We are motivated by a passion to make small businesses more successful online. Our team has over 100 years of experience in digital marketing & website design, and we use that expertise to provide high-quality products and concierge-style services to health industries. ViziSites makes effective marketing strategies, with clients' websites at the heart of these strategies, more accessible to all small business owners. We are a service-based business where clients feel as though they can call in and receive exceptional care from any team member. We firmly believe that our success, and that of our clients, is based on the success of every individual at our company.