

**Position:** Client Success Administrator

**Company Overview:** Tax Advisors Group LLC (“TAG”) specializes in Texas business personal property tax consulting. We are committed to providing the highest standard of customized tax consulting and client service in the industry. Our trademarked TAG It™ method of valuation and tax processing is unique in the industry and sets TAG apart from other firms offering tax consulting services in the United States.

**Job Description:** The Client Success Administrator (CSA) is responsible for supporting the Client Relationship Managers and Document Administrators and will report to the Document Administration Manager. We seek a highly motivated individual, who is a self-starter with problem solving skills and the ability to meet internal and external deadlines while working independently and as a part of a team.

**Duties:**

- Input and maintain client data and other client information into our proprietary system, ensuring accuracy and completeness
- Organize setup of new clients and facilitate new client integration
- Track and audit client tax bills and communicate updates to Client Success and Consulting teams.
- Contact Appraisal Districts and Tax Offices via phone and email as needed for research purposes
- Assist Client Relationship Managers and Document Administrators on special projects as needed
- Provide input towards procedures and process improvements where possible
- Collaborate with other TAG teams and executive leadership to ensure positive client experiences
- Assist with the preparation and delivery of outgoing mail
- Work in partnership with the Doc Management team to pick mail from the local post office, sort, date stamp, and distribute to the appropriate recipient(s)
- Provide other support for Operations as needed

**Qualifications:**

- 0-2 years in an account administration role and/or property tax experience (college degree preferred)
- Excellent phone, written and verbal communication skills. Familiar with presenting strategy verbally in person, over the phone, and in email communication to internal customers
- Ability to multi-task and work independently and ability to prioritize and time manage for successful execution
- Must be able to take on multiple tasks while still maintaining accuracy and attention to detail
- Knowledge of Microsoft Office suite – Outlook, Word, Excel, Access, PowerPoint
- Ability to comply with all company policies and procedures, proactively protecting confidentiality of client and company information
- Prefer Gainsight experience



**Compensation:**

- Base salary commensurate with experience
- Incentive bonuses payable twice a year, based on terms set by the Company
- Winter closing for approximately two weeks the end of December and beginning of January each year during the Christmas and New Year's holidays
- PTO time awarded based on years of employment (prorated first year based on start date)
- Medical, Dental, Vision, Life and Disability Insurance; Employer contributes toward medical and dental premiums
- Other bonus opportunities and benefits may apply

Office Hours: Monday – Friday, three work schedules to choose from (Start time 7:30am - 9am, End time 4:30pm - 6pm)