

Client Services Specialist III

About Us

A global leader in applied safety science, UL Solutions (NYSE: ULS) transforms safety, security and sustainability challenges into opportunities for customers in more than 110 countries. UL Solutions delivers testing, inspection and certification services, together with software products and advisory offerings, that support our customers' product innovation and business growth. The UL Mark serves as a recognized symbol of trust in our customers' products and reflects an unwavering commitment to advancing our safety mission. We help our customers innovate, launch new products and services, navigate global markets and complex supply chains, and grow sustainably and responsibly into the future. Our science is your advantage.

About the job

Job Description

- Organize and coordinate assigned client account work in a timely and profitable manner.
- Collaborate and coordinate with Operations, Support Services, Quality Assurance, Sales, Business Development and other affiliated stakeholders to ensure that clients experience superior service.
- Prepare client proposals, report specifications, technical information, etc.
- Provide technical consulting services to clients directly and/or through coordination with internal technical team.
- Follow up on inquiry calls; respond to specific client inquiries promptly and professionally.
- Participate in trade shows and technical conferences when necessary.
- Work with business support to bill clients in a timely, concise, and profitable manner.
- Provide technical support to in house employees as required.
- Maintain up to date knowledge of procedures, client requirements, and technical subject matter and utilize that knowledge to provide superior service and manage programs.
- Read and follow the Underwriters Laboratories Code of Conduct and follow all physical and digital security practices.
- Performs other duties as directed.

Qualifications

- General degree or equivalent, plus generally one year of directly related experience.

- Fresh University degree is also considered.
- Familiarity with industry associations, technical committees, industry best practice which would add value for client program management.
- Working knowledge of Word, Excel, Internet, Access, e-mail and other company Software programs (i.e., LIMS, Advantage, etc.).
- Demonstrated written, oral and interpersonal skills with the ability to effectively communicate with all levels of in-house staff and clients.
- Must be able to identify problems and offer workable solutions.

Application link: [**Client Services Specialist III**](#)