



JOB TITLE: Client Success Specialist  
DEPARTMENT: SchoolYard Brands  
REPORTS TO: Pending  
LOCATION: Central West End in St Louis, MO  
SCHEDULE: 40 hrs per week, may be required to work after hours  
TRAVEL: 5% of the time

#### ABOUT GLOBAL EVENTO:

Global Evento is the leading luxury corporate gifting agency. We specialize in finding and distributing highly desirable products and experiences for organizations' important clients, employees and customers.

Our differentiator is that we are hospitality people *first*, that have access to corporate luxury gifts. With our prior employment backgrounds with The Ritz-Carlton, St. Regis and Maritz Global Events, to name a few, we bring a high-touch service culture to the gifting world. We want to curate the perfect gifting solution for every client.

MISSION: Provide our customers with unmatched service, creativity and value through corporate gifting and gift experiences both onsite and virtually.

#### Client Success Specialist

This role supports clients of our brand catalog. The role requires strong attention to detail, organizational skills, and impeccable customer service. An ideal candidate will adapt to new technologies easily, have experience in customer service, and be able to work as part of a team.

#### JOB DESCRIPTION

- Prepare and deliver communications inclusive but not limited to: client responses, thank you notes, email, invoices, reports and other correspondence
- Maintaining organizational system to track client and customer orders and information
- Detailed note taking during client, vendor and team meetings
- Vendor product pickups and Carrier drop offs
- Provides information by answering client & customer questions and requests.
- Add and update orders/stock
- Upload images/data to vendor websites including Replink and Sage

#### QUALIFICATIONS

- Exhibits polite and professional communication via phone, e-mail, and mail
- Excellent computer skills, knowledge of Google Suite products preferred & ability to learn new technology quickly
- Experience with a MAC preferred
- Prior experience in customer-facing environment
- Excited to work daily at our headquarters in the Central West End or North County warehouse
- Fully vaccinated/boosted and willing to follow COVID regulations as they evolve
- Ability to lift 50 pounds and stand for an extended period
- Able to travel
- Ability to work in a fast-paced and sometimes noisy environment



- Experience driving a forklift is a bonus

#### SUCCESSFUL CHARACTERISTICS

- Highly organized, detail oriented and customer service oriented
- Process driven, self motivated and works well under pressure
- Flexible
- Desire to take ownership and a quick learner
- Able to manage clients and projects simultaneously
- Willing to pitch-in for tasks and jobs not directly “part of the job description”
- Willing to speak-up and ensure clients’ success
- Wants to be a part of a highly motivated, growing company
- Solid sense of humor
- Interested in Sales

#### PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to lift and /or move boxes from 10-50 pounds. The noise level in the work environment is usually moderate but can be loud.

#### APPLICATION PROCESS

Interested candidates should submit a resume and any other relevant materials, to Karla Gonzalez-Kuehler at [Careers@GlobalEvento.com](mailto:Careers@GlobalEvento.com).