



CUSTOMER EXPERIENCE SPECIALIST (Full-time)

Minnesota Continuing Legal Education, a nationally recognized, award-winning CLE organization, is seeking candidates for **Customer Experience Specialist**. Each workday is comprised of varied tasks that have the common goal of creating a positive experience for our customers. Some days will entail working at event at our Conference Center, greeting faculty and checking in customers, food and beverage management, product sales, and seminar production assistance. Other tasks involve order fulfillment, answering customer inquiries by phone or email, and inventory and supply coordination.

We are seeking a candidate who is dependable, likes to keep busy, and thrives in a client-facing role in a professional work environment. Consider applying if you . . .

- are motivated by exceeding customer expectations.
- love customer service, but are ready for something more/different than a call center, food service, or retail position.
- prefer a regular work week, and don't want think about work on the weekends.

We look forward to training the right person to perform the specific tasks and responsibilities of this position. If you want to bring your welcoming demeanor, positive attitude, skills and willingness to learn to a fun, dynamic organization providing vital services to Minnesota's legal community, you could be that person.

Primary Responsibilities

- During live events, check-in seminar attendees, faculty and other guests and perform hospitality (food & beverage) and housekeeping tasks
- Live event preparation including classroom setup, staging A/V, and organizing hard copy materials
- Handle general inquiries and assist customers regarding Minnesota CLE products, services and policies, help customers with purchases, and resolve customer concerns
- Research & deploy solutions for customer issues with account, deliveries, subscriptions, and billing
- Process and fulfill customer orders for publication products, including Deskbook subscriptions, and maintain on-site inventory
- Perform ongoing data hygiene tasks to ensure promotions and product reach customers
- Administer and award scholarships
- Administer group registrations
- Pick up and distribute incoming and drop off outgoing mail; redirect returned items
- Order and maintain supplies; keep sites neat and tidy; initiate special cleaning requests

Minimum Qualifications

- High school diploma or equivalent
- At least 3 years experience in a customer service or administrative support capacity
- Strong personal communication skills and comfort interfacing directly with attorneys, judges, bar leaders, and other professionals
- Must contribute to and work effectively with a team
- Must be sensitive to organizational and interpersonal dynamics
- Must be able to prioritize multiple tasks and triage customer inquiries

Daytime work hours, generally M-F. Annual salary is mid- to high-40s for 37.5 hour workweek. *Exceptional* insurance, time off, and pension benefits contribute to a great compensation package. Primary on-site work location is downtown Minneapolis. Paid parking *or* public transportation pass will be provided as additional benefit.

All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, familial status, disability, sexual orientation, gender identification, age, or any other characteristic protected by law.

TO APPLY: Don't just send a resume! Incomplete applications will not be considered. Your application should include a resume *and* letter/email of interest. In your email or letter of interest, *be sure to include* a 100-word (or less) response to the question, "What attracted you to apply for this position?" This response is a way for you to stand out from the other applicants; tell us *why you are the right one for this job*. If you require a reasonable accommodation in the employment application process, please send email request to HR@minncle.org. Send application items to HR@minncle.org.