

United States Jobs Expertini®

Senior Client Relations Administrator (Remote)

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Company: Broadridge

Location: United States

Category: office-and-administrative-support

At Broadridge, we've built a culture where the highest goal is to empower others to accomplish more. If you're passionate about developing your career, while helping others along the way, come join the Broadridge team.

Broadridge is **hiring** ! We are seeking a **Senior Client Relations Administrator** to join our growing team! In this role you will be responsible for managing client interactions through deep understanding and strong communication.

This is a role where you will work off-site with onsite visits for training and collaboration.

Responsibilities :

Build and maintain relationships with client contacts

Work with DocuBuilder client base to efficiently onboard, update & understand all documents for client

Provide timely and accurate updates to clients regarding ticket status, defects, document updates and any inquiries and issues that may arise in the course of the project

Partner with other DocuBuilder Client Service Team members, as well as other departments, to continually add efficiency to the DocuBuilder processes as well as to increase client satisfaction

Appropriately communicate and escalate external client concern in a fashion avoiding unnecessary personal and client anxiety

Update and monitor internal reports to ensure the timely and efficient progress of each client

Support and contribute to the Broadridge culture by maintaining and permeating an above the line attitude.

Qualifications :

3 - 5 years of experience in a client service and/or sales related role preferred

Experience working with JIRA & Confluence

Prior experience within Financial Print, Disclosures or similar field preferred

Composition/typesetting background preferred

Mutual Fund Industry knowledge required

General knowledge of SEC filings required

Excellent verbal and written communication skills

Mastery of MS Office suite of products

Compensation Range: The salary range for this position is between \$35-\$47 per hour.

Broadridge considers various factors when evaluating a candidate's final salary including, but not limited to, relevant experience, skills, and education.

Bonus Eligibility: Bonus Eligible

Benefits Information: Please visit for more information on our comprehensive benefit offerings.

#LI-EP1

#LI-Remote

Broadridge associates helped us envision our Connected Workplace - a work model that allows associates around the globe, dependent upon their role responsibilities, to take advantage of the benefits of both on-site and off-site work to support our clients, one another, and the communities where we live and work. Our Connected Workplace is grounded in the concept of FACS: Flexible, Accountable, Connected, and Supported, which is our commitment to our associates. FACS supports our strong culture and allows us to achieve business goals while supporting meaningful work-life integration for our associates.

We are dedicated to fostering a diverse, equitable, and inclusive environment and committed to providing a workplace that empowers associates to be authentic and bring their best to work. We believe that associates can only do their best when they feel safe, understood, and valued, and we work diligently and collaboratively to ensure Broadridge is a company—and ultimately a community—that recognizes and celebrates diversity in all its dimensions.

We recognize that ensuring our long-term success means creating an environment where everyone is welcome, where everyone's strengths are valued, and where everyone can perform at their best. Broadridge provides equal employment opportunities to all associates and applicants for employment without regard to race, color, religion, sex (including sexual orientation, gender identity or expression, and pregnancy), marital status, national origin, ethnic origin, age, disability, genetic information, military or veteran status, and other protected characteristics protected by applicable federal, state, or local laws. US applicants: Click to view the EEO is the Law poster.

If you need assistance or would like to request reasonable accommodations during the application and/or hiring process, please contact us at 888-237-7769 or by sending an email to .

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