

## **Client Advocate**

Scottsdale-based Satrix Solutions is looking for a highly driven individual with strong analytical and communication skills to work as a valuable contributor to our small but fast growing team. The Client Advocate will support our senior team in administering programs, preparing reports, conducting analysis and other deliverables for our corporate accounts. Companies rely on our customized satisfaction and feedback programs to gather valuable insights from existing, former and potential customers. The analysis and recommendations we deliver serve as a blueprint for driving operational improvements to enhance the customer experience.

The person we hire will help collect, analyze and interpret our extensive customer survey data and design reports to deliver actionable insights to our clients. This is a great entry-level opportunity to join a growing company with a flexible work environment and immerse yourself in the impactful and burgeoning field of customer feedback programs and research.

### **Primary Responsibilities:**

- Support Satrix Solutions' senior team in collecting, analyzing and delivering detailed reports to business executives in a wide variety of industries and roles
- Use Excel, PowerPoint, Access and our survey application to analyze and present customer data so meaningful trends and insights can be gleaned
- Present customer feedback data in a manner that will facilitate client understanding of the results and potential actions
- Formulate detailed reports, prepare tables and graphs and help make recommendations based on the findings
- Assist management with continuing to increase our value proposition and help expand opportunities for new business
- Support the Founder & President with other duties to be assigned

### **Education, Skills & Experience required**

- Bachelor's degree in statistics, math, economics, or another applicable field of study
- Exceptional customer service skills and a passion for listening and responding to customer needs
- Extensive knowledge of Microsoft Excel, Word and PowerPoint, including more advanced functionality (a test may be required)
- Top-notch writing, reporting and presentation creation skills (examples will be required)
- Ability to mine, analyze, and present large amounts of data
- Outstanding attention to detail, organizational and time management skills, including balancing multiple priorities
- Entrepreneurial mindset with a teamwork attitude
- Eager to learn and grow with the organization
- Ability to work with minimal supervision
- Self-starter that is comfortable with risk-taking, multitasking, and constant evolution

- Personality traits that fit well into our corporate culture – positive attitude, passionate, driven, customer-orientated, strong work ethic
- High integrity is critical to protect the confidentiality and proprietary nature of our information (several references will be required)
- Experience with MS Access, SAS or other statistical applications a plus

**Benefits**

We are an equal opportunity employer offering competitive compensation and a significant opportunity for growth. We offer a flexible work environment, including the opportunity to work remotely.

**How to Apply**

If you thrive in a fast paced, small company environment and have a strong work ethic, please submit your resume and cover letter to [evan@satrixsolutions.com](mailto:evan@satrixsolutions.com). Local candidates only. Please, no phone calls.