



Areté, Inc.

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Pennington, NJ 08534
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Job Title

Client Support Coordinator (Bilingual in English and Spanish)

Job Description

The Client Support Coordinator will be a member of the Areté Customer Solutions Team. The goal of this team is to strategically manage relationships with customers, optimize the value of Areté solutions to the client, and help users effectively address business issues being encountered in the field.

The Client Support Coordinator will work to ensure that all client requests are handled expeditiously and thoroughly. This will involve the triage of incoming client requests to ensure they are appropriately resolved. The Coordinator will create tickets and monitor issues through their full cycle from initial customer contact to completion in order to ensure the timely resolution of all customer inquiries. The Coordinator will also coordinate tasks with Areté's Innovation, Implementation, Business and Development teams.

This position provides direct daily contact with our global client base and may offer the option of flexible hours or alternate shifts.

Skills/Requirements

- Fluency in English and Spanish
- Strong interpersonal and organizational skills with the desire to succeed in a team environment
- Excellent communication skills, both written and verbal
- Proficiency with computers, knowledge of Microsoft Windows and Microsoft Office applications
- Desire to work in business and technical areas in a customer-facing role

Helpful Relevant Experience

- Understanding of Supply Chain, Manufacturing, and/or Operations
- Understanding of Computer Science Concepts, Databases and/or basic LAN/WAN Networking
- Fluency in other foreign languages considered a plus, especially Portuguese, German, Japanese, Mandarin or Russian

Company

Areté Inc. is a growing software and consulting firm committed to delivering elegant, effective supply chain planning solutions to a world-wide client base. For over twenty-five years, Areté has been a client-centered, solution-focused firm devoted to innovation and excellence. Areté has a sterling reputation for delivering state-of-the-art software, effective consulting services and excellent solution support.

We are based near Princeton, New Jersey, located close to both New York City and Philadelphia. We provide a dynamic and friendly work environment and offer a competitive salary, health and dental plans, a 401(k) plan and more. Areté, Inc. is an equal opportunity employer.

To apply, please email a cover letter and resume to hr@aretinc.com. For more information about Areté, please visit our Web site at www.aretinc.com