



Client Representative, Government – Chicago, Illinois

Job Description:

The role of the Client Representative is to increase revenue, usage and customer preference for Thomson Reuters products, especially Westlaw. The Client Representative will provide support to Client Managers and Sales Specialists by teaming on new and ancillary sales, special offers and up-selling opportunities.

Candidate must reside in territory.

Key Skills, Knowledge, and Abilities:

- Demonstrates strong customer relationship skills by cultivating, maintaining, and engaging customers on West and Westlaw products in order to promote usage and revenue growth objectives; makes customers and their interests a primary focus of one's actions.
- Uses appropriate interpersonal styles and communication methods necessary for government customers in order to gain acceptance of a product, service, or idea from prospects and clients. Partners with CMs, field sales/product specialists to meet territory goals.
- Desires and acquires knowledge within a specialized practice area in order to effectively understand the overall needs of the customer.
- Exhibits a positive service aptitude, and can identify opportunities within accounts; understands competitor products and builds effective relationships and product solutions to build preference for West products.
- Relishes ongoing, self-initiated learning; assimilates new information quickly, welcomes feedback and applies knowledge to practical use on the job.

Responsibilities:

- Provides product training and demonstrations for existing and/or potential customers through customer visits, online training and/or trade shows.
- Works with Account Managers, Sales Consultant and Product Specialists in achieving regional and divisional goals.
- Builds strong relationships within accounts to help identify opportunities for up-selling and new products sales.
- Assist in developing, marketing, and conducting training classes at customer locations and at West training centers.
- Assist in other marketing efforts, including trade shows, topical seminars, and new product releases.

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Qualifications:

- 4 year college degree or equivalent experience.
- J.D. degree and Legal practice experience strongly preferred
- Sales experience and/or aptitude strongly preferred
- Strong communication, presentation and Westlaw legal research skills.

- Customer service orientation and experience.
- Proficient in MS Office/internet.
- Ability to travel to sales training, meetings and to customer locations with 25% or more overnight travel.

To apply, visit <http://adtrk.tw/N0Ys>.

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