



<b>JOB TITLE:</b>	<b>Contract Support Specialist</b>
<b>REPORTS TO:</b>	General Counsel
<b>DIRECT REPORTS:</b>	None
<b>OVERVIEW:</b>	The BCM One Contract Support Specialist is responsible for the day to day administration of issues related to BCM One client service agreements. The Contract Support Specialist interacts with most departments throughout the organization, and will communicate with all levels of personnel. The ideal candidate must be personable, able to build relationships quickly and foster confidence in the teams that will rely on it for critical information.
<b>RESPONSIBILITIES/DUTIES:</b>	<ul style="list-style-type: none"> <li>- Manage process for drafting and delivery of client service agreements to sales teams</li> <li>- Calculate service term dates</li> <li>- Provide monthly alerts to sales teams regarding contract automatic renewals</li> <li>- Manage distribution of client contract auto-renew notification letters</li> <li>- Adjust billing rates upon request</li> <li>- If appropriate, assist sales teams in answering/addressing client concerns/questions regarding contract terms/obligations</li> <li>- Insert Client contract information</li> </ul>
<b>REQUIRED SKILLS:</b>	<ul style="list-style-type: none"> <li>- Proficiency in MS Word/Excel/Adobe</li> <li>- Knowledge of billing systems helpful</li> <li>- Strong interpersonal and communications skills</li> <li>- Highly organized with a keen attention to detail</li> <li>- Time management</li> <li>- Able to work independently</li> <li>- Resourceful</li> </ul>
<b>EDUCATION AND EXPERIENCE</b>	<ul style="list-style-type: none"> <li>- Bachelor's degree or 2 years of contract support/administration experience</li> </ul>