



**Job Title:** Client Fulfillment Specialist  
**Division:** ECT  
**Location:** Houston, TX  
**Reports to:** Client Fulfillment Manager  
**FLSA Classification:** Non-Exempt

## **JOB DESCRIPTION**

### **Summary/Objective**

The Client Fulfillment Specialist will work as the primary internal Flotek Industries client's. This outward facing role will ensure customer satisfaction, loyalty and retention. This role will assist in developing and executing initiatives that protect both the client and the company.

### **Essential Functions**

- Improve the client experience with Flotek through phone, email, social media or other interaction.
- Create engaged clients and facilitate organic growth.
- Take ownership of client issues and follow problems through to a resolution.
- Plans, objectives and needs from the organization.
- Accurately enter client orders and all relevant data through the appropriate process.
- Track orders from start to finish through process.
- Communicate with clients throughout the order process to ensure client expectations are met and managed.
- Track organizational KPI's such as on-time performance, client complaints, corrective actions, etc.
- Assist in developing service procedures, policies and standards.
- Participate in operational site visits, surveys, focus group forming and benchmarking best practices.
- Efficiently document and retain records of all client related interactions.
- Stay ahead of our industry's best practices and developments as a part of continuous improvement.
- Provide resources and technical advice to clients.
- Assist management with client DSO's, receivables and collections; continually monitoring client status and credit worthiness.
- Effectively communicate across the organization including Research & Innovation, Manufacturing, Logistics, HSE, Accounting, Sales, Executive, Supply Chain and others. Manage internal expectations and hold each group accountable for timely and accurate information.
- Effectively communication directly with clients including managing the client's expectations.
- Resolve product or service issues by clearly identifying the client complaint, determining the cause, identifying the best solution, expediting the corrective action and following up to ensure resolution and satisfaction.
- Prepare product or service reports.
- Generate sales leads and identify client needs to establish sustainable relationships and confidence.



### **Work Environment**

This position operates in a professional office environment.

### **Physical Demands**

The employee must occasionally lift and/or move up to 10 pounds.

### **Position Type/Expected Hours of Work**

This is a full-time position with business hours of 8:00am – 5:00pm, Monday through Friday. Occasional evening and weekend work may be required based on business needs.

### **Travel**

This position requires less than 25% travel.

### **Required Education and Experience**

- High School diploma or equivalent.
- 2 or more years of customer service experience in the oil & gas industry.
- Knowledge of client operations and expectations.
- Knowledge of chemical manufacturing and distribution
- Proficient in Microsoft Word, Excel, PowerPoint and Outlook applications and internet communications. Familiar with Salesforce, JDE and Spotfire.

### **Other Duties**

This job description is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of the employee for this job. Duties and responsibilities may change at any time

### **Benefits to the FLOTEK Team**

Flotek Industries offers an extensive benefits package including:

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Flexible Spending Accounts: Medical and Dependent Care
- Basic Life and Accidental Death and Dismemberment Insurance
- Voluntary Life Insurance
- Short-Term Disability
- Long-Term Disability
- Employee Stock Purchase Plan
- Retirement Benefits: 401(k) and ROTH Savings Plans
- Employee Assistance Program

### **EEO Statement**

*Flotek Industries is an equal employment opportunity employer. Qualified applicants are considered without regard to race, color, religion, sex, sexual orientation, gender (including gender identity and/or expression), pregnancy, national or ethnic origin, age, disability, veteran status or any other characteristics protected by applicable local, state or federal laws.*

**Contact:** Interested applicants should send resume to: [resumes@flotekind.com](mailto:resumes@flotekind.com); include "Client Fulfillment Specialist" in the title of the email.