

Enjoy making a difference for customers? *So do we.*

Companies choose **CSC** as their business partner because we offer expert business and legal solutions that create a competitive edge, helping them perform at their best. We are the business behind business[®].

CSC is an industry leader and a trusted partner to many of the world's most successful organizations. Our success is built on trust, tenacity, passion, and a commitment to customer service. We work as a team. We always find a way. We are never complacent. We believe that 1+1>2.

At CSC, relationships come first. Our knowledge of our clients' businesses, our thorough approach, and our undivided attention to our clients' needs are what drive our commitment to their success. We treat each client's business **as our own**, taking pride and care in everything we do—becoming a true extension of their team.

People choose CSC because we are encouraged and empowered to take the initiative to solve problems, build relationships, and collaborate with team members to ensure we make a difference for the people we serve.

Typical positions include:

- Customer Service Associate
- Customer Service Representative
- Client Service Partner



TOP WORKPLACE SINCE 2006

Recognized as a Top Workplace by **The News Journal** and **Energage (formerly Workplace Dynamics)** since 2006.



8,000+ COLLEAGUES

In business since 1899, we have **more than 8,000** colleagues in 50-plus offices worldwide and growing!



90% OF THE FORTUNE 500

We serve more than **180,000** businesses, including **90%** of the **Fortune 500**.



30% INTERNAL MOVES

We promote internal movement and challenge our employees to own their career path; **30%** of our positions are filled **internally**.

Find out how to **be better with us.**

 cscglobal.com/careers



CUSTOMER SERVICE ASSOCIATE (CSA)

Our CSA Team comprises two smaller teams that work together—our Full-Service and Self-Service Corporate Document Retrieval Teams and our Illinois Corporate Filing Team.

These teams work together to fulfill corporate document retrieval requests and Illinois corporate filings, helping make business possible. This team works closely with our customer service representatives (CSR) across the country to facilitate timely and accurate service to our clients and help facilitate calls with our CSRs relating to filing Illinois documents when specialized knowledge is necessary.

A CSA works with a variety of state and internal systems, in addition to working with vendors in many states. These team members have a high degree of attention to detail, ensuring that each document or filing is what the clients requested and that it gets to them promptly. As a CSA, you'll build a strong knowledge base that provides a solid foundation to work in many other departments at CSC.

A successful day on this team is ensuring that CSC can deliver the correct document in the expected time frame, if not before. The most productive team members are committed to customer service, friendly, and proactive. Top performers can pay attention to the details while multitasking to handle internal and external client requests.

CUSTOMER SERVICE REPRESENTATIVE (CSR)

Our CSR Team comprises two smaller teams that work together. Our incorporate.com Customer Service Team supports small businesses, and our Corporate Customer Service Team supports our larger clients. These teams partner directly with our clients over the phone to answer questions and address concerns. The CSR Team also works closely with our Sales and Account Management Teams.

A CSR role is fast-paced and exciting because they work directly with clients to help them build their dream of owning a business. CSC operates at a high level of service—known as our service standard—and offers clients a variety of products and services to meet

their incorporation needs best. As a CSR, you'll build a strong knowledge base that provides a solid foundation to work in many other departments at CSC.

A successful day on this team is answering every call and providing accurate information with superior five-star service. The most productive team members are committed to customer service, friendly, and proactive. Top performers can pay attention to the details while multitasking to handle internal and external client requests.

CLIENT SERVICE PARTNER (CSP)

The CSP Team is a global team of representatives who accept calls from our clients, handle daily requests, and work with additional CSC teams to escalate and solve issues where necessary. The team updates client records, places domain orders, and helps with account and invoice setup and billing concerns. The CSPs handle domain name system records, mail records, and secure sockets layer certificate setups. This team is also responsible for troubleshooting to get client websites back up and running as quickly as possible if a website goes down.

CSP Team members are in CSC offices across the globe, so our clients can work with a local representative to complete their requests. The goal is to provide a consistent experience no matter where the client calls from or which team they contact. The CSP Team and all client-facing teams are part of CSC's customer service commitment.

CSPs are often one of the first groups to know if a company is launching a new brand or product, as they help to figure out where to register the domain name and develop a strategy to protect the trademarks involved. Of course, each day is different, but success depends on complete client satisfaction.

People who are successful on this team are technically savvy, including being well-versed in Microsoft Excel (V-lookups and pivot table experience), and have good communication skills (both verbal and written), including knowing how to work with our clients' IT professionals. A candidate for the CSP Team should want to help solve problems, be able to work in a fast-paced, multitasking environment while maintaining composure, and have some creative thinking skills.

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