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ReEmployAbility Expands Customer Service Team

Tampa, FL (July 18, 2017) – ReEmployAbility, the largest national provider of specialty early Return-to-Work (RTW) services and transitional employment programs, is pleased to announce the expansion of three new members to its Client Services Department to accommodate significant growth in client base. Additions to the team include:

Brenda Lovely, Client Relationship Manager: In her newly created role, Lovely will be dedicated to creating a high level of engagement with the company's Transition2Work[®] clients. She will serve as a liaison between Client Services and Operations to leverage customer feedback in effort to continuously improve the company's service delivery.

Kelly Lawless, National Account Manager: In this newly created role, Lawless, will cultivate, maintain, and expand relationships with strategically important partners. Working closely with company stakeholders, Lawless will spearhead innovative solutions to meet customer needs and strengthen the customer experience.

Rebecca Schaefer, Client Services Manager: Rebecca joins our existing team of Client Services Managers to provide consultation and support to the company's partners in the Midwest United States. She will work closely with Account Executive, Natalie Baughman to build and main strong relationships, provide ongoing client education and support, and quality assurance.

The new appointments to the customer service team support ReEmployAbility's commitment to proactive communication, responsive service, and exceeding our client's expectations.

Director of Sales & Client Services, Victoria Giuliani said, "Customer service is paramount to our organization's success. Two years after launching the Client Services Department, we continue to recognize new opportunities to increase customer engagement. With so much growth in the popularity of our Return-to-Work programs, we thought it was the right time to take additional steps to ensure we are continuing to provide our clients with the attention and quality service they deserve."

Lovely added, "As a client-focused company, we take great pride in our rapid response track record throughout the years. I am extremely passionate about customer service and proactively seeking improvement so we can consistently deliver an exceptional experience."

Lawless, who brings a decade of experience working with the company's clientele to her new role added, "As an employee of ReEmployAbility for nearly ten years, I've experienced the dramatic growth firsthand. I am pleased to step into a role that will be instrumental in continuing to strengthen and grow our relationships."

Through its Transition2Work program, ReEmployAbility places injured workers at local non-profit organizations to perform light duty work as a means of easing the injured worker back to the workforce. With its network of over 35,000 local and national non-profit organization partners throughout the United States, ReEmployAbility is able to quickly and safely return injured workers with modified duty work restrictions to meaningful work. The program provides cost savings to employers and insurance carriers, reduces the average time of the workers' compensation claim, and helps injured workers get back to work while making a positive contribution to their community.

About ReEmployAbility:

Founded in 2003, ReEmployAbility is the largest national provider of early return-to-work (RTW) services and transitional employment programs. Our Transition2Work program offers employers a cost-effective solution to modified light duty assignments, reducing claim costs while giving the injured employee time to heal. Utilizing our accredited, national network of nonprofit partners, we create innovative programs to help accommodate injured workers in the transition back to work. For more information, call 866-663-9880, visit www.ReEmployAbility.com or read our blog at www.transition2work.us

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