

## ***Customer Support Specialist***

### **Job Description:**

Responsible for acting as a liaison between customers and companies. Assist with complaints, service orders, errors, account questions, billing, account updates/changes, and other queries. Provide immediate, detailed responses to the customer. Work directly as support to the sales, dispatch and billing departments.

### **Primary Job Responsibilities:**

- Greet customers warmly & ascertain problem or reason for call
- Collect & update all customer account information on multiple software platforms
- Assist with service orders & coordinating with dispatch for scheduling. Follow through to ensure the customer was contacted and scheduled in a timely manner
- Assist with billing questions, using all channels to find a detailed answer and providing a response back to the customer
- Resolve customer complaints via phone, email or mail
- Provide detailed and accurate information within established time frames
- Compile reports on overall customer satisfaction (track type of call and reason for call)
- Keep records of customer interactions
- Provide customers with service calendars & LEED reports (monthly, quarterly, yearly)
- Communicate on company information, services and company background
- Provide solutions for customers service needs
- Educate customers about additional services and products
- Manage & assist with walk-in / drop off services

### **Requirements:**

- Bachelor's degree preferred or equivalent work experience
- 3-5 years customer service/support experience, account management or equivalent
- Aptitude for technology knowledge, MS office, CRM utilization and QuickBooks
- Exceptional verbal and written communication skills
- Ability to work with limited direction

### **Qualifications:**

- The ability to build a rapport with prospective, repeat and dissatisfied customers
- Ability to maintain confidentiality
- Provide an excellent, uplifting experience for the customer
- Ability to solve problems quickly and efficiently
- Growth focused and sales minded
- Sale experience preferred
- Experience providing work direction
- Detail oriented & organized with an emphasis on excellent follow through
- Utilize computer technology to handle high call volumes
- The ability to work with a variety of internal groups, including; sales, accounting, marketing and administration