

We are seeking a technical support representative who will project a professional company image through phone interaction while answering phones to respond to customer inquiries, complaints, and product setup.

Primary Responsibilities:

- Ensure receipt of products to customer
- Answer phones and respond to customer requests
- Provide customers with product and service information
- Transfer customer calls to appropriate staff
- Identify, research, and resolve customer issues using the computer system
- Complete call logs and reports through CRM system
- Consistently meet all call back, service resolution, and customer satisfaction goals
- Quickly obtain product knowledge and troubleshooting skills
- Recognize, document and alert the supervisor of trends in customer calls
- Recommend process improvements
- Provide training for new employees
- Follow up communication to ensure customer satisfaction

Experience and Qualifications Requisite for Position:

- Experience in Word, Excel, and Outlook. Ability to learn proprietary company software applications quickly.
- Reliable, detail oriented, strong technical and problem solving skills, organizational skills, effective verbal and written communication skills.
- High School Diploma required with a minimum of one year service experience.