

Job Title: Customer Care Specialist I

Reports To: Customer Care Manager, Director of Customer Care

FLSA Status: Non-Exempt

Department: Customer Care

Summary: Under general supervision, responsible for providing customer care and support services to users of MLS Internet sites and products. Provides technical advice and guidance relative to problems involving user interface, browser, and hardware and supporting software. Troubleshoots and restores routine technical service and equipment issues by analyzing, identifying and diagnosing faults and symptoms. Maintain a knowledge database and call tracking database to enhance quality of problem resolutions. This job is very similar to an experienced Help Desk professional with the added responsibility of interfacing directly with customers to the business. Be able to support membership inquiries, changes to accounts, payment and billing requests and questions. Anticipate and exceed customers' needs by providing outstanding customer care.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Provide excellent customer service by being professional, consistent and anticipating customers' needs and exceeding them. Always answer questions as thoroughly as possible and give more than just the information requested.
- Instructs users in use of features, products, equipment, software, and various operating systems.
- Communicate with customers regarding membership, listings, billing, compliance, rules and regulations, and variety of products.
- Answers, evaluates, and prioritizes incoming customer support via telephone, voice mail, e-mail, social media, and in-person requests for assistance from users needing help with but not limited to training, problems with hardware, software, networking, and other computer-related technologies.
- Interviews user to collect information about problem and leads user through diagnostic procedures to determine source of error.
- Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring only complex problems to supervisor or tier 2 support.
- Complete forms, determines course of resolution for customer inquiries or issues.
- Logs and tracks calls using appropriate internal methods, and maintains history records and related problem documentation. Issue tracking, follow up and resolution.
- Recommends or performs minor remedial actions to correct problems.

- Provides updates, status, and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in-person communication.
- Experience with and ability to test software and hardware.
- Install and Uninstall specific software packages such as operating systems, adobe, and/or spreadsheet programs.
- Knowledge of tablets, desktops, mobile devices, laptops and smartphones. Ability to troubleshoot issues related to any of the above.
- Notifies supervisor of product development bugs, patterns of failure, issues and enhancements from customer; communicates with manager regarding unresolved problems.
- Obtain general understanding of Operating Systems and applications related to company offered products.
- Proficient in Internet related applications such as email clients, FTP clients and Web browsers.
- Excellent communication (oral and written) interpersonal skills.
- Attendance and Timeliness to scheduled work shifts is essential.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must have: Customer support experience, experience teaching computer software or website usage to the public, basic Word, Excel and Microsoft Office Suite experience, including Outlook, and keyboarding at least 40 wpm. Ability to write routine reports and customer correspondence in detailed, thorough and professional manner. Detailed work ethic and good problem solving skills with a strong desire to help resolve customer concerns efficiently.

Education/Experience:

Associate's degree (A. A.) or equivalent from two-year college or technical school; or one year to two years related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to interpret customer concerns using variety of vocabulary and descriptive skills.

Computer Skills:

Ability to type or keyboard at least 40 wpm. To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; and current operating systems (Windows XP, Vista, 7 and 8 etc.), familiarity with various browsers (including but not limited to Internet Explorer, Mozilla Firefox, Safari and Google Chrome).

Certificates and Licenses:

No certifications needed

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

To apply send cover letter and resume to: lbaker@recolorado.com