



Position: Customer Support Specialist

Reports To: Head of Customer Support

Salary Range: \$52,942-79,413

Position Summary

The Customer Support Specialist is responsible for providing exceptional service and care to our customers to assist them with their needs. It requires the ability to build relationships with our customers while resolving issues quickly and effectively. The ability to employ active listening and empathy while having research ability and critical thinking is the key to success.

Responsibilities

- Delivers exceptional customer care to all members, certification holders, stakeholders, potential members, and more.
- Develops and maintains a deep understanding of the organization and services/products offered.
- Provides resolution to members' issues by clarifying the customer's questions, researching, and determining the cause of the problem, selecting, and explaining the best solution to solve the problem, expediting correction or adjustment, following up to ensure resolution.
- Uses Zendesk to track and record customer inquiries and activities.
- Maintains member records by updating account information.
- Improves and updates help center articles, macros, and other internal support documentation.
- Improves system performance by identifying trends and communicating issues to appropriate team members.
- Provides valuable insight from the customer's perspective to the organization/teams.
- Creates and continually updates customer support policies, standards, and procedures.
- Responsible for managing tools (Zendesk, phone, email, chat, etc.) as well as working with IT on bugs or issues, setting administrator privileges, and arranging necessary training.
- Works with other Scrum Alliance teams to improve the customer's overall experience.
- Performs other duties as assigned
- Performs other sprint work (special projects)

Required Skills/Abilities

- Able to see the big picture and execute on the detail
- Work collaboratively and productively with a diverse team, some members being virtual
- Excellent verbal and written communication skills
- Excellent organizational skills and attention to detail
- Excellent time management skills with a proven ability to meet deadlines
- Excellent problem solving and analysis skills
- Ability to multitask and work under pressure with minimal supervision
- Self-motivated worker with a team player attitude
- Professional and patient when interacting with others
- Customer service focused
- Commitment to supporting the customer to find a resolution
- Proficient in Google Workplace suite

Education & Experience



- Bachelor's degree or equivalent experience required
- 1-2+ years in a support or customer service role with demonstrated ability to manage complex problems/questions/inquiries required
- Customer service help desk software experience with Zendesk experience preferred
- Website and bug problem solving experience preferred
- Experience practicing Agile and/or Scrum is preferred