

Tech Support Representative

SUMMARY:

Provides customers and end users with product information, software troubleshooting and customer service by solving and/or answering customer questions in a concise and pleasant manner. Position supports a web-based e-commerce application and the merchants who use it.

ESSENTIAL DUTIES/RESPONSIBILITIES:

- Respond to customer product and service inquiries on the telephone, email and by Internet chat.
- Respond to billing and account inquiries.
- Meet or exceed all set goals and quotas based on set guidelines.
- Complete, maintain and process pertinent records in regards to client services.
- Communicate with customers to help them understand how to use product and services properly.
- Troubleshoot issues customer may have in using or configuring product.
- Troubleshoot possible flaws with web-based software product.
- May perform any other related duties as required by supervisor.

SKILLS/QUALIFICATIONS:

- Have knowledge of computers and type at least 25 wpm.
- Knowledge of Internet customer service preferred.
- Ability to solve customer problems.
- Good communication skills and effective problem solving skills.
- Ability to remain composed when dealing with irate customers.
- Knowledge of HTML or other web scripting languages or prior experience in e-commerce field a plus.

EDUCATION/EXPERIENCE:

High School Diploma or GED. Must have at least one year of customer service experience.

WORK ENVIRONMENT:

Work is performed in a casual office environment. Must be able to work various shifts, weekends and holidays. Must be able to work within a team environment as well as work overtime as required.