

Customer Support Representative – Job Description

Position Purpose:

To provide excellent real time customer support and satisfaction. This will be accomplished through:

- ◆ Customer problem tracking, definition, and escalation.
- ◆ Communication skills that allow you to be efficient, pleasant, thorough, and professional.
- ◆ Serving as a role model for the company and a contributing member of the support team.
- ◆ Your continuing education in or contributions to our
 - ⇒ Product knowledge (what the customer sells)
 - ⇒ Process knowledge (how the customer runs their business)
 - ⇒ System knowledge (how the customer can use Tribute to accomplish their goals, including utilizing knowledge of how other customers have accomplished similar implementations.)

Required Skills & Attributes

- ◆ Some knowledge of accounting
- ◆ Basic understanding of business operations
- ◆ Superior oral and written communication skills
- ◆ Ability to balance several tasks and responsibilities effectively
- ◆ Ability to deal effectively with immediate situations
- ◆ Ability to exercise good judgment where a clear path is not apparent
- ◆ Superior attention to detail
- ◆ Experience in training small or large groups
- ◆ Able to work autonomously without requiring micro-management
- ◆ Superior work ethic
- ◆ Excellent problem solving skills
- ◆ Ability to work effectively with other team members
- ◆ Familiarity with Windows products and basic knowledge of Microsoft applications (Word, Excel, etc.)

Experience in distributor operations and / or back office accounting functions highly desirable.

Duties to include:

On Phone Time (Front-line Support):

- ◆ Take calls from customers.
- ◆ Respond to customers in a courteous and calming manner.
- ◆ Determine the nature of the customer's problem.
- ◆ Solve the problem if the resolution time is short (20 minutes or less).
- ◆ Escalate the problem if necessary (route to the appropriate person)
- ◆ Log the call accurately in order to provide a record for the customer as well as other support team members.
- ◆ Deal effectively with stressed-out or abusive customers.

Off Phone Time:

Support

- ◆ Provide additional coverage when the "on-phone" staff is overloaded.
- ◆ Manage and prioritize your work load to respond to critical customer issues quickly and accurately. This includes research and testing.
- ◆ Create project sheets for enhancements and notify the customer.
- ◆ Work with programming to create quote specifications for customers.
- ◆ Identify problems that are bugs in Tribute, route the project sheets to programming, and notify the customer.
- ◆ Provide documentation or written procedures to customers when requested. Share this documentation with other team members and add it to the general data base.
- ◆ On-site travel 6-8 times per year.

Training

- ◆ Continue to educate yourself. This could include attending training classes, reading documentation, and working with other support team members.
- ◆ Train others. This could be informal training (answering questions), conducting internal training classes, or training users (this includes Tribute University).
- ◆ Act as a mentor for new support team members.
- ◆ Keep current with new software updates.
- ◆ Additional Specific Training as provided by Company