

Job Description

Job Title: Customer Support Technician	
Department: Customer Solutions	FLSA Status: Non-Exempt
Reports to: Customer Support Supervisor	Supervises: N/A

Summary Responsible logging, tracking and resolving customer issues and concerns as smoothly, efficiently and rapidly as possible. Follow company and department policies and procedures. Be courteous and helpful to all callers and fellow Crocker employees; help other employees resolve customer issues. Adhere to and follow through on all administrative obligations and directives. Technically aware, organized, cool under pressure, solution-oriented, customer-focused, and resourceful; team player assisting co-workers and supervisors as needed.

Essential Duties and Responsibilities

Other duties may be assigned.

Maintain Quality Standards

- Arrive and begin assigned work shift on time
- Follow department and company guidelines
- Make suggestions for more efficient operations
- Actively learn how to use company systems

Log & Track and resolve inbound contacts

- Follow processes and procedures to ensure that all contacts are properly logged, referred/resolved and closed
- Follow up on open and pending contacts
- Respond to customer inquiries in a timely, courteous manner by monitoring the “support” email inbox
- Report, address or escalate critical problems immediately to supervisor
- Create and maintain customer records, performing immediate, periodic and annual record reviews

Resolve customer problems

- Communicate with customers by phone, email, or in person following standard procedures
- Provide technical assistance to existing customers, including helping subscribers better understand the Internet, email and connectivity issues
- Help identify patterns in contacts that get escalated and seek training in systems and troubleshooting to continually increasing the contacts handled
- Log, refer and track requests for new service
- Participate in maintaining and updating a knowledgebase
- Escalate customer disputes when appropriate

Coordinate with other departments

- Create work orders and track their successful resolution
- Follow purchasing, inventory and shipping guidelines to obtain and ship items customers need
- Ensure that sent items are correctly packed and packaged and actions are documented
- Work closely with Billing to ensure that changes to account information are properly captured and systems are updated to ensure accurate and timely invoices and cancelled services are terminated

Other

- Participate in the on call/pager rotation
- Keep personal and department space neat, clean and well organized
- Properly handle waste
- Attend meetings and participate in training as requested
- Perform additional assigned tasks during times of low call volume
- Safeguard, protect, maintain and avoid abuse of all Crocker owned/leased properties and assets
- Safeguard and install all Crocker stock materials in a reasonable and economic manner minimizing waste

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Initiative and Decision Making

Under supervision, generally work autonomously with supervisor available to answer questions and handle unusual situations. Refer problems and critical situations to supervisor. Follow written policies and procedures analyzing facts or circumstances surrounding problems or transactions and take appropriate action. Exercise some independent judgment and discretion within established policies and procedures.

Impact and Scope

Position impacts the quality of services customers receive and the relationship those customers have with the company. Effective customer support has significant impact on company profitability.

Supervisory Responsibilities

None

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.*

Education and/or Experience

Generally requires a two- or four-year degree or an equivalent combination of education and experience. Requires some technical knowledge of a telecommunications field and experience working in a customer service environment.

Skills

Able to work well with customers and internal staff. Excellent attention to detail. Flexible and resourceful. Willing to respond to unplanned needs in addition to performing daily scheduled tasks. Able to follow agreed priorities.

Able to read and interpret documents such as technical procedures and policy manuals. Able to provide input into reports, business correspondence and procedure manuals. Able to interpret a variety of instructions furnished in written or form. Able to effectively present information and respond to questions from customers.

Able to understand and resolve technical problems in a telecommunications environment. Able to gather information and suggest solutions to technical as well as administrative problems. Able to help solve practical problems and deal with a variety of concrete variables in situations where standardization exists.

Work Environment and 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, incumbent is regularly required to use sufficient visual and auditory acuity to work safely in Crocker facilities, including hearing and seeing alarms, sitting and/or walking for a complete shift (about 8 hours) and traveling efficiently between Crocker locations. Able to communicate via email, voice and in person. Must be able to remain at workstation for long periods responding to customers' calls.

Values

Comfortable working in a fast-paced, family owned and operated company that values flexibility and working as a member of a team committed to providing innovative, state-of-the-art communication solutions with the highest level of customer service that exceed industry standards of excellence. Value employees and customers and treat everyone with respect.

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