

POSITION TITLE:

Support Specialist

JOB PURPOSE:

Create customer loyalty by providing extraordinary service to each customer via inbound and outbound contacts. Work with customers to troubleshoot and resolve issues, answer questions and educate on our products and services.

ESSENTIAL FUNCTIONS:

- Connect with customers to troubleshoot and resolve time and attendance software and hardware.
 - Resolve customer issues and relieve concerns.
 - Answer questions and educate on software, hardware and features.
 - Listen and collaborate with the customer in order to maintain their business and create a positive customer relationship.
 - Document each contact by keeping records of customer interactions or transactions, recording details of inquiries, complaints or comments as well as actions taken.
 - Prepare service tickets for customer related issues.
 - Follow-up with customer in a timely manner.
 - Serve as Time Management Systems' professional representative when communicating with customer in every channel.
 - Apply a positive customer service attitude in interactions with all internal and external customers.
 - Train as requested to develop and broaden skill set and to support customer demand.
 - Communicate effectively and professionally in all forms of communication with internal and external customers.
 - Adhere to Time Management Systems' privacy guidelines to ensure each customer's privacy.
 - Maintain regular attendance as required by your position.
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ADDITIONAL FUNCTIONS AND RESPONSIBILITIES:

- Make providing an extraordinary customer experience a daily focus.
- Embrace the culture of empowerment to do the right thing for our customers.
- Function as an effective team member while supporting the efforts and concepts of other departments.
- Possess strong verbal and written communication skills.
- Support the mission, vision, and values of Time Management Systems.
- Apply personal ethics, honesty, initiative, flexibility, responsibility and confidentiality in all areas of responsibility.
- Possess an enthusiastic, energetic, self-motivated, and detail-oriented approach towards work and all work projects.
- Possess strong problem solving and decision-making skills while using good judgment.
- Multi-task and change from one task to another without loss of efficiency or composure.
- Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.
- Identify opportunities for improvement while creating and implementing viable solutions
- Actively follow Time Management Systems' policies and procedures.
- Some travel including overnights may be required.
- Perform other duties as assigned.

Note: Management reserves the right to assign or reassign functions and responsibilities to this job description at any time.



EXPERIENCE AND EDUCATION:

- High School diploma/GED required. Associate's Degree preferred.
- Previous customer service experience required.
- Typing and email skills required.
- Comfortable using technology including the internet and applications.
- Excellent communications skills.
- Ability to adapt and excel in a fast-paced work environment.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- The employee is occasionally required to reach with hands and arms, stoop, kneel, or crouch. The employee may occasionally lift and/or carry loads of up to 35 lbs.
- Inbound support center environment, in a cubicle or office, while wearing a headset.
- May remain at workstation for long periods at a time.
- Heavy keyboard/mouse usage required.
- The noise level in the work environment is moderate.
- Employees may be required to work in excess of 40 hours per week and other than normal business hours, such as holidays, evenings and weekends as business demands.

REPORTS TO: Director of Customer Support

WORK GROUP: Support

WAGE TYPE: Exempt

EEOC CODE:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required for the job.

Time Management Systems will make reasonable accommodations in compliance with the Americans with Disabilities Act.