Date: January 2021 Position: Customer Support Associate I

Department: Customer Facing Department Reports to: Customer Support Manager

**Position Purpose:**

Performs a limited number of routine clerical and “customer facing” tasks required to satisfy customer requirement to buy a new and/or to repair an existing headset that has failed in the field.

**Nature & Scope:**

The Customer Support Associate I position works as part of the Lightspeed Aviation Customer Support team and interfaces with the customer to understand and satisfy their requirements for either new or repaired headsets. The actual tasks that the individual Associate performs can and will change based on customer requirements, and the tasks that the individual is trained and authorized to perform. The primary functions for this position include:

**Responsibilities/Functions:**

* 1. Receive inbound customer calls, emails and web requests in line with productivity objectives
  2. Answer pre-sales questions, educate customer on product/functionality and place order for product with appropriate price and schedule
  3. Create cases for all documented field failure incidents, RMA’s for returns, replacements, refunds
  4. Listen to customers and enter appropriate notes into case, using defined questions, trouble shooting skills and acquired product knowledge.
  5. Follow up and problem solve on customer inquiries and concerns via phone, email, web, mail
  6. Insure that Lightspeed’s reputation for outstanding customer service is upheld on every customer contact and meet quality objectives
  7. Use business insight and sound judgment to identify appropriate course of action to handle circumstances, which will benefit both cliental, and the company.
  8. Approve web cases, manage the cases on the Variant Cart and Intel Web report
  9. Manage emails daily, respond promptly and follow up with customers
  10. Participate in outbound marketing and attend tradeshows as necessary, light travel may be required

All tasks will be performed based on area procedures and the detailed work instructions for the prescribed task. All Customer Care associates will be trained and certified to perform particular tasks. In addition, all associates wishing to perform either Customer support function must be certified via Lightspeed’s certification process.

As customer requirements change, or workload in a particular function area increase, each Associate may go outside their primary function area on a daily basis.

**Education and Capabilities:**

* 1-2 years of related work experience
* Positive “can-do” attitude
* Natural ability to problem solve
* Team player that enjoys helping co-workers and customers
* Experience with CRM and Contact Center software
* Microsoft office
* Organized with ability to multi-task
* Excellent interpersonal and business communication skills
* Ability to maintain professional, courteous attitude under stress
* Some technical interest and capability

CSI Productivity Standards:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Measure: | # of Calls: | Service Level: | Order Accuracy: | Case Quality/Accuracy: | Phone/Email Monitors: | Attendance: |
| Objective | At least 20/day | >90% | >98% | >95% | >95% | >95% |
| Definition: | Total number of calls taken in a month/# of days worked | # of calls answered within 45 seconds | Average score on order monitor review | Average score on case monitor review | Average score on phone/email monitor review | # of days with incident/# of days scheduled |
| # Reviewed Monthly: | Total | Total | 5 | 5 | 5/5 | Total |