|  |  |  |  |
| --- | --- | --- | --- |
| **Position:** | Customer Support Associate 1 | **Date:** | March 2022 |
| **Department:** | Customer Facing Department | **Reports to:** | Customer Support Manager |

**Position Purpose**

The Customer Support Associate 1 works as part of the Lightspeed Aviation Customer Support team to ensure that customers are served in a timely manner and experience an amazing interaction. This position is responsible for providing memorable service to customers on operation and maintenance of Lightspeed products and engages in multiple forms of communication technology such as phone, email, and online service requests. The CS 1 position is the entry point in the department, and has a clear roadmap to CS 2 and CS 3 roles as well as other internal opportunities as they arise.

**Nature & Scope**

The entire Customer Support team is trained on company policies and procedures, but is given great latitude in understanding and solving individual customer situations. This role’s priority is to manage incoming orders and inquiries utilizing multiple systems such as Sage 300, Sage CRM, Woo Commerce, Paytelligence, etc. Training for all systems is provided by Lightspeed. This person will answer phone calls , answer general product questions, respond to emails, facilitate interdepartmental communication, and collaborate on customer escalations. This person may also actively participate in measuring and reporting on Key Performance Indicators (KPI's). The actual tasks that the individual associate performs can and may change based on customer requirements.

**Essential Duties and Responsibilities**

* Receive inbound customer calls, emails and web requests
* Answer pre-sales questions and educate customer on product/functionality
* Create cases for all documented field failure incidents, RMA’s for returns, replacements, and refunds.
* Listen to customers and enter appropriate notes into case, using defined questions, troubleshooting skills and acquired product knowledge.
* Follow up and problem solve on customer inquiries and concerns via phone, email, web, and mail.
* Ensure that Lightspeed’s reputation for outstanding customer service is upheld on every customer contact
* Use business insights and sound judgment to identify appropriate course of action to handle circumstances, which will benefit both cliental and the company.
* Participate in outbound marketing campaigns and attend tradeshows as practical; light travel may be requested.

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

**Education and Experience**

* 1-2 years of public-facing work experience.
* Positive “can-do” attitude.
* Natural ability to problem solve.
* Enjoys people and being part of a supportive team
* Team player that enjoys helping co-workers and customers.
* Microsoft Office software skills.
* 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.
* Experience or interest in aviation, performance machine activities (driving, boating, motorcycling, etc), or extreme sports.