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## CUSTOMER SERVICE REPRESENTATIVE

### POSITION SUMMARY

The customer service representative is the point of contact for support request coming to the support center. They will have the ability to create assign and triage case for the Level 1-5 engineers.

### CORE EXPECTATIONS

- ∞ Perform complete, accurate, and timely entry of information into CRM for all cases worked on
- ∞ Consistently logged into Calabrio's ACD while on shift or scheduled for calls
- ∞ Responsible for maintaining our service level agreement for the first contact with the customers
- ∞ Provide customer with appropriate ticket #
- ∞ Gather required information from the customer
- ∞ Responsible to enter and maintain data in the Calabrio ticketing system
- ∞ Provide customer with status updates and ongoing communication
- ∞ Escalate complex issues to the appropriate engineers
- ∞ Follow established escalation procedures
- ∞ Follow all communication policies and CRM workflows
- ∞ Responsible to collect data and create reports from our ticketing system
- ∞ Run reports weekly and monthly support statistics
- ∞ Other job functions and responsibilities will be defined by your direct supervisor/manager

### CORE COMPETENCIES

- ∞ Good project planning skills
- ∞ Good troubleshooting and creative problem solving skills for design, creation and testing software
- ∞ Good verbal, written and interpersonal communication skills to interact with team members, senior support personnel, high level personnel and customers
- ∞ Ability to work independently and as part of a team
- ∞ Must possess attention to details and sense of urgency
- ∞ Basic knowledge of proper IT network experience
- ∞ Basic knowledge of software engineering
- ∞ Other core competencies will be defined by your direct supervisor/manager

### WORKING RELATIONSHIPS

- ∞ Report to a manager or higher



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- ∞ Work closely with peer engineers, group leads and other employees and departments in the company

#### **EXPERIENCE/EDUCATION**

- ∞ A 2 year degree in IT or Computer Science
- ∞ 1+ years in customer service and/or in a call service environment

#### **BENEFITS**

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit: [www.calabrio.com](http://www.calabrio.com).

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