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 incidents / 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
- Gather required information from the customers and partners on every incident / case
- Provide customer with status updates on incidents / cases
- Escalate complex issues to the appropriate engineers
- Follow all communication policies and CRM workflows
- Responsible for maintaining and providing ongoing communication via multiple channels (e.g. customers, partners…)
- Resolves basic product problems by determining the root cause and selecting the best solution to solve the issue.
- Follow established escalation procedures
- Advise customers / partners about self-service options in Calabrio's portal
- Maintain accountability for all forum questions accurately and within SLA.
- Other job functions and responsibilities will be defined by your direct supervisor/manager

CORE COMPETENCIES

- Excellent verbal, written and interpersonal communication skills
- Good multitasking skills
- Good troubleshooting and creative problem solving skills
- Ability to work independently and as part of a team
- Must possess attention to details and sense of urgency
- Basic knowledge of IT network experience
- Basic knowledge of software engineering
- Other core competencies will be defined by your direct supervisor/manager

EDUCATION/EXPERIENCE

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

MENTAL/PHYSICAL REQUIREMENTS

- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

WORKING RELATIONSHIPS

- Report to a manager or higher
- Work closely with peer engineers, group leads and other employees and departments in the company

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

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 apply to this career opportunity, follow this link:
https://home.eease.adp.com/recruit/?id=1664151

ABOUT CALABRIO

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The

company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow @calabrio on Twitter.

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