

Customer Service Representative

POSITION SUMMARY

The customer service representative is the initial point of contact for support requests coming to the Calabrio support center. This role is primarily responsible for documenting, assigning, triaging and following up on support requests to ensure timely resolution for customers.

CORE EXPECTATIONS

- Consistently available to receive and handle incoming contacts (calls/emails)
- Perform complete, accurate, and timely entry of information into CRM tool for all incidents/support requests (e.g. gather and document required information from customers).
- Provide ongoing communication via multiple channels (e.g. proactively provide customer with status updates)
- Resolve basic product issues by effectively identifying the root cause and communicating the best solution to solve the issue.
- Follow established escalation procedures (e.g. escalate/assign complex issues to appropriate engineers)
- Advise customers about self-service options in Calabrio's portal
- Other job functions and responsibilities will be defined by your direct supervisor/manager

CORE COMPETENCIES

- Excellent verbal, written and interpersonal communication skills
- Ability to handle multiple and diverse tasks effectively
- Effective troubleshooting and problem solving skills
- Ability to work independently and as part of a team
- Attention to detail and sense of urgency
- Basic knowledge of IT technologies and concepts
- 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

INTERESTED IN THIS OPPORTUNITY?

To apply, click [here](#)!

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

To learn more about our Culture and Benefits go to our website at www.calabrio.com. Follow [@calabrio](https://twitter.com/calabrio) on Twitter.

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