

Tier 1 Customer Support Representative

Job Description

Overview

We are seeking a dedicated and customer-focused individual to join our team as a Tier 1 Customer Support Representative. The successful candidate will be the first point of contact for our customers and will play a crucial role in ensuring a positive customer experience. This position requires excellent communication skills, a problem-solving attitude, and the ability to work efficiently under pressure.

Responsibilities

- **Customer Assistance:** Respond to customer inquiries via phone, email, and chat in a timely and professional manner.
- **Issue Resolution:** Diagnose and troubleshoot basic technical issues, providing appropriate solutions or escalating to higher tiers when necessary.
- **Documentation:** Accurately document customer interactions, issues, and resolutions in the company's CRM system.
- **Knowledge Base Maintenance:** Contribute to the development and maintenance of the customer support knowledge base by documenting new solutions and updates.
- **Customer Feedback:** Collect and report customer feedback to help improve products and services.
- **Team Collaboration:** Work closely with other support teams and departments to resolve customer issues and improve overall service quality.

Qualifications

- **Education:** High school diploma or equivalent, CompTia A+ certification required.
- **Experience:** Previous customer service experience is preferred but not required.
- **Skills:** Strong verbal and written communication skills, basic technical troubleshooting skills.
- **Attributes:** Customer-oriented attitude, strong problem-solving skills, ability to work independently and as part of a team, attention to detail, and ability to handle stressful situations with patience and professionalism.
- **Paid time off and holidays**