

## Job Outline

<b>Position Title:</b>	Customer Support Analyst	<b>Department &amp; Cost Center:</b>	
<b>Reports to:</b>		<b>Location:</b>	LNY

<b>Position Overview</b>
<b>Define position overview.</b> What would you tell someone if asked "What do you do"? – write one or two sentence description or bullet points to describe what the role encompasses. Use easy to understand language and terminology and be as specific as possible.
<ul style="list-style-type: none"> <li>• <b>Provide High Quality assistance and support for Laerdal products, and orders</b></li> <li>• <b>Ensure customer satisfaction, for both internal and external customers</b></li> </ul>
<b>Position Holder is Accountable For:</b>
<b>Define accountabilities.</b> Accountability is being answerable for the result. List the key areas, projects, implementations or applications that the individual is solely accountable for or has the primary decision-making authority. The purpose for defining these accountabilities is to clarify what the employee is accountable for and to agree exactly on the scope of authority. Accountabilities may not be applicable for all roles.
<ul style="list-style-type: none"> <li>• <b>Coordinating and implementing solutions for customers, including collaboration with depot, sales and field service teams, as well as Inside Sales and Finance to ensure approach is acceptable and delivers resolution</b></li> <li>• <b>Consistently meeting call monitoring KPI's</b></li> <li>• <b>Consistently meeting SR Audit KPI's</b></li> <li>• <b>Ability to work independently</b></li> <li>• <b>Assists other team members with providing creative and impactful solutions</b></li> </ul>
<b>Responsibilities:</b>
<b>Describe primary responsibilities.</b> The Responsibilities describe the most important and frequent actions that are taken by the employee in support of their role. These activities should represent approximately 80% of the time spent on the job. The intention is to provide a concise overview of the job, not to provide "how to" or "step-by-step" details.
<ul style="list-style-type: none"> <li>• <b>Answer phone calls, emails and host chat sessions from customers, internal and external</b></li> <li>• <b>Create and Maintain service tickets for all customer interactions, through to closure</b></li> <li>• <b>Enter orders, and answer related order questions in a manner consistent with high quality service</b></li> <li>• <b>Collaborate and discuss solutions internally and outside the department to coordinate most effective solution.</b></li> <li>• <b>Customer Feedback reporting and escalation</b></li> <li>• <b>Providing good customer service to all</b></li> <li>• <b>Identify emerging technical issues; collect information, test and confirm, escalate as needed, provide team(s) work around or solution.</b></li> <li>• <b>Proactive communication style</b></li> </ul>

## REQUIREMENTS

- Two plus years' experience in a Customer Support role
- Likes working in a team-based environment
- Ability to multi-task
- Ability to identify problems, mediate issues, develop solutions, and implement a course of action.
- Experience working with Various products and technologies (word, excel, Salesforce, Other CRM tools, etc)
- Must have good computer skills.
- Excellent communication skills both verbal and written.
- Must be able to communicate effectively with a broad range of individuals at all levels.
- Must be able to complete assignments as agreed upon
- Must have a sense of urgency in resolving customer issues or perceived issues.
- Always looking to improve the customer experience
- Past history working with purchasing departments, Purchase orders, a plus