



## Job Outline

<b>Position Title:</b>	Customer Support Specialist	<b>Department &amp; Cost Center:</b>	Customer Support ; 6030
<b>Reports to:</b>	Sr. Manager- Services	<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.
<p><b>This position is responsible for acting as a liaison between Customers, Sales, Technical Support, Distribution, Returns and Finance. This role is solutions driven and requires the utmost respect for customer interactions and support. We ensure the delivery of an enhanced experience which supports Laerdal Values.</b></p>
<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>• Professionally manage incoming requests from customers and ensure that issues are resolved both promptly and thoroughly.</li> <li>• Thoroughly and efficiently gather customer information, access and fulfill customer needs, educate the customer where applicable to prevent the need for future contacts and document interactions through Salesforce and QAD.</li> <li>• Provide high quality service and support in a variety of areas including, but not limited to: billing, placing orders, and Web support.</li> <li>• Troubleshoot customer issues over the phone through effective probing and identifying the root of the customer issue to effectively provide solutions that best resolve the issue.</li> <li>• Use automated information systems to analyze the customer’s situation.</li> <li>• Maintain a balance between company policy and customer benefit in decision making.</li> <li>• Resolve issues in the best interest of both customer and company.</li> <li>• Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer’s experience.</li> </ul> <p>The Customer Service Specialist will provide high quality support to customers in response to inquiries about products and services, in addition to assisting individuals the Specialist is responsible for personal as well as team accountability to ensure the Laerdal standards of service are met with every interaction.</p>
<b>Responsibilities:</b>

**Describe primary responsibilities.** 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.

- Place verbal & written orders, ensuring accurate financial & contractual obligation
- Remain available within 8x8 to assist customers, keeping the phone queue as the priority
- Handle phone calls professionally & efficiently, scoring appropriately on monthly evaluations
- Create Activities & Contacts in SalesForce, as needed
- Web Support; reviewing QQ holds and answering customer questions
- Open New Accounts; updating Customer Master notes
- Take a proactive approach in solving problems for both internal & external customers.
- Answer inquiries regarding: invoices; shipping/delivery times; product availability; general part number questions

**Requirements:**

- Minimum of 2+ years of experience in a customer service or help desk capacity required.
- Four year college degree preferred.
- Strong multi-tasking and attention to detail skills required.
- Must be flexible and able to work shifts from 8am to 8pm and 10-6 on Saturdays.
- Effective communication skills with both internal and external customers.
- Experience with multiline telephones and online ticketing systems.
- Experience with Internet Explorer and Microsoft Office.
- Home internet access for off-site/remote operation required.