



Customer Support Representative

ROLE AND PURPOSE

The Customer Support Representative, reporting to the Director of Customer Support, is the point person for our clients, thinking on their feet as they deliver world-class service. They are responsible for using excellent, in-depth knowledge of Brivity Platform as well as communicating effectively with team members both within the customer service department as well as team members from design, development, and sales departments as needed.

DUTIES AND RESPONSIBILITIES

- Be proactive about identifying the solution
- Take a hands-on approach to resolving every issue from start to finish
- Over time you will become well versed and knowledgeable about our products and services and function as the primary point of contact for customer service and support
- Resolve product or service problems by clarifying the customer's problem; determining the cause of the issue; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain customer records by updating account information
- Maintain financial accounts by processing customer adjustments
- Recommend potential product modifications to developers by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team efforts by accomplishing related projects as needed
- Attract potential customers by answering product and service questions; suggesting information about other products and services

SKILLS & COMPETENCIES

- Strong communication skills (written/verbal)
- Strong problem solving abilities
- Computer/Tech literacy
- The ability to talk with and listen to our customers like an expert
- Must work in Bellingham office.

QUALIFICATIONS

- 2-4 years experience in Customer Service/Account Representative/Client Care preferred
- Experience working in real estate-related businesses preferred but not required.

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time position; typical work hours and days are Monday through Friday, 8:30am to 5:00pm. Some flexibility in hours is allowed. Salary DOE.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. As a policy, the Ben Kinney Companies company does not sponsor employment visas.

Ben Kinney Companies Tech Division is an Equal Employment Opportunity employer. All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, or national origin.