

# CONSTRUCTION SOFTWARE TECHNOLOGIES

## JOB DESCRIPTION



<b>JOB SPECIFICS</b>			
<b>Position Title:</b>	Client Service Support Representative	<b>Location:</b>	Blue Ash
<b>Reports To:</b>	Customer Support Manager	<b>Exemption Status:</b>	Non-Exempt
<b>Department/Division:</b>	Customer Support	<b>Travel:</b>	None
<b>Department Manager Approval</b>		<b>Date Modified:</b>	6-12-08
<b>Human Resources Approval</b>		<b>Date Approved:</b>	

**Position Purpose:**

The Client Service Support Representative will have overall responsibility for increasing site usage through outbound customer support calls. CSS Representative will proactively call customers, identify their issue, and present support options including, online training or technical support. This position makes outbound calls to new users, 30-day no login customers, and 6 month account calls. This position also leads weekly product training web-seminars. This position is also responsible for driving site usage through training and monitoring logins.

**Essential Duties & Responsibilities:**

1. Make 20-50 outbound calls to customers. During calls representative will asses usage or issue, and resolving the issue by additional training or by transferring technical issue to technical support
2. Conduct weekly on-line training seminars
3. Occasionally work with Development department on reporting web site issues
4. Periodically call customers at midway point of subscription (6 months) to check on service and resolve issues as needed
5. Regularly provide Retention Department a list of accounts that are at risk for non-renewal

**Essential Knowledge, Skills & Abilities:**

1. Moderate level of knowledge of internet browsers. Able to navigate different types of web sites. Familiar with required plug-ins and basic browser support issues
2. Moderate level of knowledge of Microsoft Office 2003
  - a. Excel- Enter data, sort/filter columns, understand and utilize previously made formulas
  - b. Outlook- Create emails, create email rules, utilize outlook organization tools
  - c. Word- Create formal and informal communications
3. Moderate knowledge of online presentation tools. Citrix Go-to Meeting preferred
4. Ability to communicate written and verbally with internal and external users/groups
5. Strong ability to present online seminars to large audiences in a professional manner
6. Strong ability to multi-task and work in a fast-paced environment

**Experience and Educational Requirements:**

1. 1-2 years experience in a customer support environment
2. 1 year in a customer training environment preferred
3. High school diploma

**Physical Demands & Work Environment:**

Use of headset required. Prolong periods working at desk. Works with computer.

Reporting to this position: None

**TO APPLY FOR THIS POSITION PLEASE USE THE FOLLOWING LINK:**

<https://home.eease.com/recruit/?id=31766>