

CONSTRUCTION SOFTWARE TECHNOLOGIES

JOB DESCRIPTION



JOB SPECIFICS			
Position Title:	Customer Support Representative	Location:	Blue Ash
Reports To:	Customer Support Manager	Exemption Status:	Exempt
Department/Division:	Customer Support	Travel:	Negligible
Department Manager Approval		Date Modified:	1-12-2009
Human Resources Approval		Date Approved:	

Position Purpose:

The primary responsibility of a Customer Support Representative is to respond to inbound customer support requests. Inbound support requests consist of phone calls, instant message chats, and email type requests. The primary customers supported are ITB recipients, IPR subscribing companies, Toolbox Estimation software subscribers and Supply Link Leads subscribers. The customer support rep is to solve the difficulties that prevent the user from accessing the Web site. And then once the user can enter the Web site, the customer support rep focuses on addressing any usage issues the user may have with the Web site.

A secondary responsibility of a Customer Support Representative is to respond to General Contractor / Private Construction Office support calls when an overflow situation occurs on the GC/PCO Support inbound phone queue.

Essential Duties & Responsibilities:

1. Resolve the user's issues with the Web site as well as answer all site usage questions.
2. Resolve both technical and non-technical issues.
3. Support Toolbox estimating software package.
4. Document and report web site issues to tier 2 support team.
5. Work with Accounting and Sales departments to establish user accounts and resolve any account issues.

Essential Knowledge, Skills & Abilities:

1. Knowledge of browsers (specifically Internet Explorer).
2. Knowledge of Microsoft Office 2003 (primarily Excel, Word, and Outlook).
3. Ability to communicate written and verbally with internal and external users/groups.
4. Ability to multi-task and work in a fast-paced environment.

Experience and Educational Requirements:

1. 1-2 years in a customer support environment.
2. High School diploma.

Physical Demands & Work Environment:

Physical Demands: While performing the duties of this job, the employee is required to walk; sit; type on computer keyboard; talk or hear; answer telephone; look at computer screen. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment can be high at times.

Reporting to this position:

No direct reports.

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