

## Position Description

<b>Position Title:</b>	Digital Customer Service Associate
<b>Reports To:</b>	Director, Customer Relationship Management
<b>Department:</b>	Customer Relationship Management
<b>FLSA:(Exempt/Non-Exempt)</b>	Non-exempt
<b>Band/Level:</b>	

### **Position Summary**

This position is a front-line role, responsible for monitoring and responding to comments and feedback through Social Media channels and other digital channels (chat, email, text, etc). This role reports to the Director of Customer Relationship Management, ensuring that responsiveness to posts and comments is delivered within an agreed service level, and that the communication style and tone conforms to corporate and brand guidelines.

### **Duties and Responsibilities**

- Provide professional responses to user comments and questions on social media and other channels according to agreed service levels.
- Effectively communicate with customers via various support channels, creating brand advocates with a positive customer experience following a defined process.
- Drive customer satisfaction and enhance the Client brand, through championing products and educating customers
- Collaborate with internal teams to understand changing business needs and develop approved responses/scripts to answer customer questions.
- Work with external contact center to train agents, answer customer comments, provide approved responses, and calibrate quality standards.
- Customer service follow-up, tracking and monitoring, including maintaining CRM software, ensuring all interactions are documented and followed through.
- Generate daily, weekly, and monthly reports to track digital activity, identify trends and recommend improvements.
- Perform other duties and responsibilities as needed or assigned.

### **Education and Experience**

- Bachelor's degree
- 1-3 years of experience in customer service field
- Experience using ZenDesk and/or Sprout Social a plus
- Strong customer focus
- Strong verbal communication skills and a high level of fluency in written and spoken English
- Demonstrates excellent technical proficiency and reasonable knowledge of the Internet

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### Preferred Qualifications

- Creative writing skills – ability to repeat the same message, written in different ways and tailored to customer technical expertise level.
- Be a team player with the patience to learn and adapt to the communication style of our customers and brand personality. Supporting the team in achieving the highest quality standards. Takes an active role in generating a pleasant, productive, and professional working environment.
- Ability to multitask, plan and prioritize workload, and work on their own accord. Diplomatic and cool under pressure
- Demonstrates problem solving and troubleshooting skills
- Demonstrates ownership and accountability to achieve deadlines and targets
- Ability to work effectively in a fast-pace, dynamic and changing environment

Position Description Approvals	
Dept. Senior Executive:	
Date Approved:	
HR Representative:	
Date Approved:	