### Duties and Responsibilities of position:

Provide customer support by phone, email, or instant message to consumers  
- Serve as primary contact for inbound customer issues, and escalate more technical product-related issues to the Floor Coach, TL or Supervisor  
- Process a high volume of consumer inquiries of HSG products and services, and resolve a targeted percentage of those inquiries  
- Troubleshoot customer problems; identify the root cause of the problem, and uses tool and resources appropriately to determine how to resolve customer problems  
- When unable to resolve the problem in a reasonable amount of time, will escalate to the appropriate resource, and then follow up on escalated issues with coaching and mentoring to learn the appropriate solution and expand overall knowledge  
- Track and document inbound support requests and ensure proper notation of customer problems or issues  
- Update customer information and ensure accurate entry of contact information  
- Meet the standards of the job, such as quality standards, adherence to schedule, and average handle time
| Qualifications needed for position: | 1. • Excellent customer service skills that build high levels of customer satisfaction  
• Excellent verbal and written communication skills  
• Computer navigation and operation skills  
• Demonstrate effective people skills and sensitivity when dealing with others  
• High school diploma or equivalent.  
• Regular adherence to the Attendance Policy  

2. If hired and you have never worked through student employment, required new hire paperwork must be completed **before** you are eligible to begin working. This new hire paperwork requires that the student have **original** forms of acceptable ID with them on campus during the paperwork completion process. View the list of acceptable ID at [www.wittenberg.edu/studentemploymentpaperwork](http://www.wittenberg.edu/studentemploymentpaperwork) |
| Describe the interview/application process: | Apply by sending resume to Recruiter. Recruiter will contact candidate and offer interview. At interview, candidate will take 2 assessments; typing and customer service and then meet with the Supervisor. |