
Position Title: Customer Care Representative

Department Customer Care
Reports to: Operations Manager
Supervises: N/A

Description:

The Customer Care Representatives are responsible for customer service, retention and technical support. Support includes phone (inbound and outbound callbacks, Tools and Telecommunications support (TTY/TDD).

General Duties and Responsibilities:

- Respond to customer calls regarding network connectivity
- Troubleshoot hardware related issues and general set up
- Educates customer about specific features of the gaming platform.
- Troubleshoot customer service issues.
- Performs other related duties.

JOB REQUIREMENTS

Education and Experience:

- High school diploma or equivalent experience. Bachelor's degree in a technical discipline preferred.
- 1-2 years Customer service or sales background, preferably in a call center or retail environment.
- Strong technical abilities.
- 1 year technical experience preferred.

Skills/Knowledge/Aptitudes:

- Constantly alert to new software and technology and has a broad awareness of gaming consoles.
- Advanced understanding of consumer electronics and game consoles.
- Working knowledge of windows and basic understanding of home networking hardware and configuration.
- Knowledge of video games.
- Demonstrated ability to use logical troubleshooting techniques to resolve the root cause of a problem.
- Ability to work in a fast paced environment.
- Demonstrates excellent verbal and written communication skills.
- Strong technical and research skills (internet, email, database applications)
- Demonstrates phone etiquette.
- Works well in a team environment.
- Communicates effectively with customers to gather information.
- Must be flexible to work all shifts between 9:00am and 1:00am EST

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Physical Requirements:

While performing the duties of this job the employee requires mobility, the ability to distinguish letters, numbers and symbols as well as hand/eye coordination. The employee regularly sits for long periods of time. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee regularly uses office equipment such as multi-line telephone systems, fax machine, copy machine, calculator. Employee will regularly use a computer for extended periods of time. The employee must occasionally lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All of the above job duties may be changed/modified/deleted at any time by the Company; any other job duties may be assigned as needed.