

# Omni Channel Support Specialist-Tier II

Do you have a passion for excellence? Are you a natural problem solver who loves to deep dive and find the root cause of an issue? Are you someone who looks around corners anticipating the next steps to avoid delays and hurdles?

**If you answered yes to any of the above questions...we want you!**

**Our Omni Channel Support Specialist team is Customer Obsessed and strives to provide a world class experience with each and every customer interaction. We interact with our customers through many channels, including email, telephone, text and chat and are looking for folks who understand how to make personal connections with our customers and help ensure their orders are processed properly, on time and with a smile!**

**Our ideal Omni Channel Support Specialist candidate is awesome at the following:**

Demonstrate the ability to think quickly and deliver results

Demonstrate active listening, critical thinking and problem-solving skills

Ability to move quickly through multiple systems to find information and deliver a response based on findings

Demonstrate empathy to customers, deescalate issues with care and compassion, and maintain a professional attitude at all times

Deliver all communications with kindness, verbal, email, chat and other – we strive to make every interaction positive and productive

Be process oriented, understanding the value of standard work and consistency

Always act with Integrity and take personal ownership of all you do

Champion change and adapt quickly and positively in a dynamic workplace

**As part of our team, you will:**

Answering incoming calls and inquiries from our customers, sales and account management to resolve customer questions and concerns

Deliver the best results by ensuring each order is executed flawlessly by providing accurate information and quality customer service

Researching customer inquiries utilizing company resources and document customer conversations, information, questions, corrective action/answers, and product orders in the tracking application

Resolving roadblocks by researching and working with other departments. Follow through on issues by placing outgoing calls to retrieve additional information or returning calls to offer information regarding resolution

Meeting individual customer service call volume and quality expectations

Acting as a liaison between client and various departments

Sharing standard methodologies with other customer service claim teams

Responding to client inquiries through phone or e-mail contact with customers and prospects about the company's products or services

Participating in meeting team goals for service, quality and cost

Participating in and support company-wide initiatives such as continuous operational improvement in order to improve service, reduce costs, and improve quality

Mentor, advise and lead your team members in their journey to customer excellence.

Lead by example, handling customer escalations with creative problem-solving.

Raise the Bar with each and every customer interaction, delivering an amazing customer experience utilizing service excellence techniques

Consistently and respectfully Raise the Bar by identifying trends in customer concerns and escalating properly to leadership

Take responsibility to develop a deep knowledge of our product portfolio and a working knowledge of Operations business processes including order flows, manufacturing and shipping.

Able to quickly validate pricing across customer programs, product promotions and extra charges.

Able to identify and drive process improvements or make recommendations that improve the overall customer experience.

**Minimum Qualifications:**

High School Diploma or Equivalent

2 - 4 years customer service/support experience

Must be tech savvy able to communicate using multiple channels, chat, text, email and phone

A working knowledge in Salesforce.com

Proficiency using Microsoft Office Suite, specifically Outlook, Word & Excel

Must have accuracy in data entry and strong attention to detail

**Preferred Qualifications:**

Experience using order management systems such as Oracle & Salesforce

Call Center Experience