



Customer Support Representative

Are you passionate about the importance of diversity, inclusion, and global engagement? Are you energized by providing value-based solutions and exceptional care to customers while in a high growth environment? The Cultural Intelligence Center (CQC), an innovative, research-based consulting and training company is looking for a **Customer Support Representative** to coordinate our day-to-day customer support needs.

The ideal candidate is a natural problem solver, technically proficient, and genuinely excited to help customers. The ideal candidate will take a proactive approach to ensure our customers receive high quality responses to their questions.

Position Description

We are looking for an experienced customer support representative to coordinate our day-to-day customer support needs. The ideal candidate is a natural problem-solver, technically proficient, and genuinely excited to help customers. This person will be responsible for most initial customer contact as well as all support requests that arrive via telephone or email.

Essential Duties and Responsibilities

Customer Service

- Provide friendly and knowledgeable customer support for a range of customer needs
- Greet customers warmly, determine problem or reason for call, respond or forward as necessary
- Listen carefully and attentively to customer questions and concerns
- Recommend products, services, and solutions based on customer needs
- Go the extra mile to engage and assist customers

Technical Support

- Coordinate incoming technical support requests in a timely and knowledgeable manner
- Trouble-shoot with customer by phone, email, or other contact means
- Provide technical assistance to customers by identifying problem, researching answers, and guiding customer through correct steps to solve problem
- Refer difficult cases to appropriate team member

Tracking and Documentation

- Track and document all incoming inquiries according to company CRM guidelines
- Keep thorough records of customer interactions
- Maintain and coordinate technical support tickets
- Follow company communication procedures and guidelines

Other administrative duties as assigned

Qualifications and Skills:

- College degree preferred
- 1-3 years office work experience, preferably in a fast-paced, multicultural environment
- Prior customer support experience
- Excellent communication skills
- Strong phone contact and handling skills and active listening
- Very comfortable with technology
- Ability to stay calm and problem solve under pressure
- Proficient in web-based interfaces, Microsoft Office, etc.

Details:

- Hourly position
- Reports to Director of Operations
- Based in Southfield, MI area

Key words: Customer Support Specialist, Customer Service Representative, etc.

Interested candidates send resumes to Keyla.waslawski@culturalq.com