Job Title:	Client Support Specialist 1	Department:	Support
Reports to:	Manager- Client Support	FLSA Status:	Exempt
Full/Part-Time:	Regular, full time	Last Updated:	23 APR 2013 (CP)
Location:	Atlanta, GA		

SUMMARY/OVERVIEW:

The Client Support Specialist 1 provides clients with advanced "front line" telephone, website and e-mail technical support. The Client Support Specialist 1 demonstrates excellent communication and customer service skills to analyze, troubleshoot and resolve Client questions and concerns with Silverpop email software products and services in a timely manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides front line timely and accurate responses to website, e-mail and telephone Client issues in keeping with published Service Level Objectives.
- Documents all Client issues in Call logging system. Keeps them updated with current status.
- Escalates Cases promptly to other team members when knowledge is exhausted or handover required.
- Manages Customer expectations, ensuring timely resolution of issues.
- Collaborates with Global Support team to progress Client issues.
- Demonstrate strong client service skills by meeting or exceeding Client expectations.
- Develops technical understanding of Silverpop email software products and achieves required level of Silverpop Product certification.
- Provides input and recommendations for technical knowledge base articles.
- Assists with other reasonable duties and tasks as may be required.
- This position may be required to participate in an on call pay rotation based on business need.

QUALIFICATIONS AND EXPERIENCE:

- Typically, will have up to three (3) years experience of working in a Customer Support organization in a software or technical services company.
- Diagnostic skills including the ability to successfully troubleshoot and analyze software issues
- Proven Technical knowledge of some or all of the following software technologies : e-mail systems, Internet technologies, Web-based applications, data manipulation, database operations, HTML, PHP, XML, Flash, FTP, SMS mobile technologies, API and Web Services, Salesforce.com and Microsoft Office.

EDUCATION, TRAINING AND TRAVEL:

- Bachelor's degree in a related field required, unless there is significant, relevant work experience.

INTERACTION:

This role will work closely with key departmental and project stakeholders across the organization. Therefore, the ability to work collaboratively and effectively with all levels of management and staff within the organization is a key priority in this role. No supervisory responsibilities required for this position.

COMMUNICATION AND COGNITIVE ABILITIES:

- Professional, creative, detail oriented with good inter-personal skills, an effective communicator with the drive to organise themselves to get things done.
- Excellent communication and interpersonal skills, including the ability to communicate effectively to both technical & non-technical audiences.
- Ability to consistently learn new technologies and apply those concepts to Client needs.
- Ability to work independently and as part of a geographically dispersed team.
- Must be comfortable working in ambiguous and/or stressful situations.
- Must be self-motivated and know when to escalate or seek guidance
- Flexibility, ability to change priorities quickly, and capacity to handle multiple tasks.
- Strong organization and time management skills.