



## Customer Support Representative

### Salary

Junior level positions begin at 35k, however this can vary due to experience.

### Remote Possibilities

We are interested in remote candidates who reside in the United States only. Hours are flexible. Customer Support follows a rotating schedule to cover parts of evenings and weekends that allows for being off another day of the week when you are covering the rotation.

### Customer Support

We pride ourselves on our user focus and will always consider our Customer Support to be a highly important role in the company, and to a great extent the face and voice of our company to our users. Your job will be to manage most issues and concerns that users report, escalating issues as necessary to development or accounting. Part of this will be assisting users with specific documents, meaning you will be exposed to potentially offensive written and visual material. You will be responsible for identifying any trends in issues that users are running into, and helping the business address those issues to improve the user experience. You will be the advocate for our users to the rest of the team.

### Publishing

We have automated much of our publishing process, but there are many aspects where information must be verified, and there are some processes that must be performed by hand. You will be responsible for performing these tasks, helping us identify and test more parts of the process that can be automated, and to know what the automated processes are doing thoroughly enough that you can identify issues and take them over to manually perform the task should the automated portion be taken down for maintenance.

### Testing

While this will not be one of your primary duties, there will be times when you will be called upon to test software updates or categorize books for verification of our system.

### Responsibilities

- Tier 1 Phone and Email support
- Identifying common user issues and communicating them to the operations team

- Review books that are marked as indeterminate on whether they violate any of our distributors' content policies
- Documenting the Customer Support processes and FAQs

#### Desired Experience and Qualifications

- Experience providing customer support
- Microsoft Office Experience (Word)
- Excellent follow up and customer service skills

#### Additional Skills (the strongest candidates will have these additional skills)

- Bilingual
- Experience with Fresh Desk
- Experience with Adobe products