

Job Title: Customer Care Representative

Reports to: Customer Care Supervisor, Customer Care Manager, & VP and Chief Care & Compliance Officer

FLSA Status: Non-Exempt

Department: Customer Care

Under general supervision, the Customer Care representative will provide customer care and support to a variety of MLS products, services, and sites. Responsible for maintaining timeframes to fulfill subscriber's requests. Customer Care representatives should be genuinely excited to help our customers via telephone, email, social media, chat, and in-person, and be able to accurately log these interactions to further ensure quality service. Customer Care representatives should be able to support all MLS products, membership inquiries, changes to accounts, payment and billing requests, compliance & rules and regulation concerns and other general inquiries. Must be able to understand computers, operating systems, browser, printers and general technical support. Anticipates and exceed customers' needs by providing outstanding customer care to both internal and external customers.

Essential Duties and Responsibilities include the following; Other duties may be assigned:

- Provide excellent customer care by being professional, courteous, efficient, and empathetic
- Listen to understand the customers' needs, not just to respond
- "Anticipate & Exceed" – Anticipate the customers' needs and exceed their expectations by answering questions and thoroughly as possible, and giving more than just the information requested
- Respond promptly to all customer requests; maintain metrics of 80/20 (80% of calls answered in 20 seconds or less) and 90% first-call resolution
- Ability to communicate effectively and clearly both orally and in writing; pleasant telephone manner, able to think on feet when dealing with customers
- Great computer skills, including Microsoft Word, Excel
- Instruct customers in use of features, products, services, membership & billing in a manner consistent with the training department to provide consistency and clarity
- Communicate with customers regarding membership, listings, billing, compliance, rules and regulations, and a variety of MLS products
- Answer and evaluate all incoming customer support requests via telephone, voice mail, e-mail, social media, chat, and in-person regarding, but not limited to: training; problems with hardware, software, printers, and other computer-related technologies
- Troubleshoot with customer, collect information about problems, and guide through diagnostic procedures to determine source of error
- Log and track calls using CRM software (Netsuite) using detailed notes to provide quality service

- Notify supervisor of product development bugs, patterns of failure, issues and enhancements from customers; communicate with supervisor regarding unresolved problems
- Understanding of the membership options and the subscription process to become a subscriber
- Ability to process subscriber forms within the departments required timeframes
- Support the subscribers by monitoring content of forms and emails to ensure current information is disseminated; assist in the maintenance of the membership database through data entry
- Excellent data entry skills
- Attention to detail and accuracy is a must
- Detail oriented and able to multitask in a fast-paced environment
- Track and monitor DORA and NRDS information
- Support the Product and Training teams
- Send cards and emails to customers when appropriate to personalize our services
- Resolve call or ticket by clarifying the issue, determining the cause, and provide steps to solve; follow-up and check-in with customers when necessary
- Ability to understand and identify MLS issues versus state regulations and contract law
- Complete all additional assignments in a timely manner as directed by supervisor
- Assist with product testing and troubleshooting
- Ability to learn and understand that there is a level of initiative that must be taken to learn and stay knowledgeable regarding all REcolorado products, services, rules and policies
- Ability to work compliance queues and understand MLS rules & regulations
- Understand of Company structure and Association bylaws
- Knowledge of our Board of Director's, Association Leadership, Rules & Regulations Members and Key customers
- Understand and process IDX and IDX vendor display approval with direction
- Attendance and Timeliness to scheduled work shifts is essential

Essential Skills:

- Excellent listening skills - listen to understand, not just to respond
- Strong interpersonal skills; ability to develop rapport with customers, and establish empathetic relationships
- Attention to detail
- Effective communication skills via telephone, writing, and in-person
- Ability to maintain a positive attitude
- Willingness to learn
- Flexibility and adaptability

Other Responsibilities and Expectations:

- Each staff member should be at their desk and ready to work at their start time
- Customer Care Representatives should be cognizant of all work queues
- The supervisor should be made aware if you need time off the phone
- The ticket queues should be consistently maintained throughout the day; there should not be tickets in the queue prior to any of the shifts' end times, beginning at 4:30; tickets should not remain in queue for longer than 1 hour (except in the case of extremely high call volume)
- If you are unable to work, your supervisor should be notified at least one hour before the start of your shift

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Associate's degree (A. A.) or equivalent from two-year college or technical school; or one year to two years related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to interpret customer concerns using variety of vocabulary and descriptive skills.

Computer Skills:

Ability to type or keyboard at least 40 wpm. To perform this job successfully, an individual

should have knowledge of Word Processing software; Spreadsheet software; and current operating systems (Windows and iOS, etc.); familiarity with various browsers (including but not limited to Internet Explorer, Mozilla Firefox, Safari and Google Chrome); knowledge of tablets, desktops, laptops, and mobile devices/smartphones; knowledge of email clients. Must also be able to install and uninstall specific software packages such as operating systems and programs.

Certificates and Licenses:

No certifications needed

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

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.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand, walk, and reach. The employee must occasionally lift and/or move up to 10 pounds.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

To apply, send resume and cover letter to abrewer@REcolorado.com. In your cover letter, let us know why you're excited about this opportunity!