

# Customer Care Specialist



White Light Computing, Inc. – Washington Township, Michigan

White Light Computing is searching for a full-time employee who can take calls from our growing list of customers, listen to the issue they are experiencing, use problem solving skills to answer any questions, be able to research solutions not previously shared with other customers, provide training for customers on the software we sell, write short articles for common issues, produce help files for the applications, work with talented software developers to improve the software, and assist with marketing and social media for the products we offer. This job is more than the typical role of technical support, which is why we have titled this position Customer Care Specialist. The person who fills this role at White Light Computing needs to understand how the human mind works, how personalities interact, and how the software is used so individuals perform well at their jobs, and at the same time perform other tasks that reduce technical support costs and streamline customer service.

## **Duties and Responsibilities:**

- Answers calls and handles issues with a high standard of customer service.
- Pro-active monitoring of email, phone, and fax support requests.
- Talking customers through standard fixes and resolutions.
- Ownership and timely resolution of issues to the satisfaction of the customer.
- Training, support and consulting with new customers during the installation process.
- Working with application development staff as needed to reach problem resolution and track product issues.
- Rigorously test software before it gets released to customers.
- Assist in verifying reported software bugs and log them into our bug tracking database.
- Update user documentation, help files, and user guides.
- Development of internal documentation, processes and procedures.
- Development of technical ability through knowledge reuse.
- Follow up with customers to get product feedback, success stories, and testimonials.
- Act as an advocate for the customer and effectively communicate feedback to and from our software development team in a very clear and concise manner.
- Oversee development of marketing in different media, designed and targeted to unique audiences.
- Manage social networking/media using services such as Twitter and Facebook.
- Update various product and company Web sites via guidance provided by management.
- Other administrative duties as assigned

## **Required Skills/Experience:**

- High school diploma or equivalent.
- Focus on customer satisfaction.
- Great interpersonal and customer service skills.
- A sense of humor.
- Customer support experience.
- Work effectively with customers and internal staff in stressful situations.

- Ability to work independently with minimal supervision and ability to meet deadlines.
- Excellent written and verbal communication skills, combined with the ability to communicate with users at all levels and varying technical ability.
- Well organized, detail oriented, and able to prioritize numerous tasks.
- Willingness to give extra effort to meet deadlines as needed.
- Technical writing experience is a plus.
- Hardware experience is a plus.
- Knowledge of Microsoft Office applications.

**Job Location:** Anywhere in the United States

**Compensation:** Base salary, bonus opportunities, profit sharing, benefits, flexible hours, telecommuter.

Applicants for employment in the U.S. must possess work authorization which does not require sponsorship by the employer for a visa.

White Light Computing is committed to providing equal employment opportunities to qualified applicants without discrimination on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity, or any other category protected by applicable state or federal law. As an Equal Opportunity Employer, White Light Computing also affirms its commitment to nondiscrimination in its employment policies and practices. In compliance with Title IX (20 U.S.C Sec. 1681 et seq.), White Light Computing prohibits sex discrimination, including sexual harassment.

Candidates who are currently employed by a customer of White Light Computing, Inc. or an affiliated business may not be eligible for consideration.

If you think you are a good fit, please send the following:

1. Your resume
2. A cover letter that reflects your personality and briefly covers what your interest is in White Light Computing and this role, and your salary expectation.

(Hint, hint...Be sure to proofread. We pay attention to formatting, grammar, and all that important stuff!)

Qualified applicants should submit their resume and cover letter to the company via email at [jobopening@whitelightcomputing.com](mailto:jobopening@whitelightcomputing.com). Please include the words "WLC Cares" in the email subject line.