

HELP DESK ASSOCIATE IN PHILADELPHIA, PA

SEEKING TECHNICALLY-ORIENTED CANDIDATES WITH EXCELLENT COMMUNICATION SKILLS TO ADDRESS CUSTOMER NEEDS.

ABOUT OUR COMPANY:

With over 20 years of experience in supporting corporate and federal recruitment, workplace mentoring, and technology accessibility initiatives, Bender Consulting Services, Inc. is the leading national expert in disability employment solutions for private and public sector employers. To learn more about how to start your career with Bender Consulting Services, Inc., please visit our website at www.benderconsult.com.

HOW TO APPLY:

To apply for consideration for the following career opportunity for people with disabilities, please visit www.benderconsult.com/careers/submit-resume and complete the electronic form.

POSITION DESCRIPTION:

- Work with customers via the telephone to answer questions and resolve any issues with products or services.
- Diagnose customer's technical problems and provide creative solutions and alternatives that meet business needs, maintaining a high level of customer focus in all interactions.
- Attempt to resolve issues at first level within specified timeframe.
- Provide "just-in-time" training to the customer over the phone as needed.
- Identify opportunities for process improvement and problem elimination.
- Refer unresolved issues and escalate problems to appropriate technical support group identified in the Customer Support Center Process.
- Maintain documentation on incoming calls via Problem Management System, including steps and actions taken to resolve customer issues.
- Continually focus on learning new technologies to support rapidly changing and expanding environment.
- Establish and follow through on individual development plans that enhance team and personal effectiveness.

QUALIFICATIONS:

- Associate's degree preferred.
- Must demonstrate technical proficiency.
- Candidate must have an aptitude for, and interest in, learning new technologies.
- Clear communication and an ability to understand customer's issue and demonstrate real concern is required.