

Position Description

Customer Care Specialist

Primary Objective	<p>Optii is a rapidly growing provider of housekeeping software solutions to the hospitality industry. Our suite of products increases profit and improves the customer experience in hotels across Asia-Pacific, US, Europe and the Middle East.</p> <p>Launching the first site in 2008, Optii is the founder of the niche and market leader with clients such as IHG, Radisson, Shangri-La and more.</p> <p>Customer satisfaction plays a central role in Optii's strategy in creating enterprise value by relying heavily on testimonials and referrals, which in turn will accelerate sales success.</p> <p>By ensuring the stability of our systems and assisting clients in time of need, the Customer Care Specialist provides Level 2 support services and engages closely with our development team to provide resolutions.</p> <p>Succeeding in this role will present numerous opportunities of a leadership, career and financial nature. Your excelling in this role will be rewarded in line with client retention.</p>
Reports to	Help Desk Manager
Location	Austin, TX Occasional travel may be required.
Current	April 2019

The Customer Care Specialist is responsible and accountable for:

1. HelpDesk & Client Liaison

- a. COMMUNICATE. Interact with clients in a warm and professional manner via phone or email to assist and resolve questions or problems experienced;
- b. TROUBLESHOOT. Sometimes the answers are not obvious and may be a user training or technical issue. It is up to you to come up with a solution, which may involve seeking assistance from your team mates;
- c. GUIDE. Our clients are under pressure when they talk to you. Communicating effectively, showing empathy and understanding while keeping them informed of your progress goes a long way;
- d. DOCUMENT. All client interactions need to be recorded in our Zendesk ticketing system for future reference.

2. Technical Analysis & Troubleshooting

- a. ANALYSE. Using your technical skills, you may have to analyse log files and databases to determine the cause of a problem;
 - b. RESOLVE. Put your technical talents to work when implementing the solution for our customers;
 - c. PERPETUATE. Record any first-time solutions in our knowledgebase to assist your team members towards a speedy resolution.
- 3. Escalation & Development Team Liaison**
- a. ESCALATE. Sometimes you may need assistance or you determine that the solution needs to be implemented by the development or infrastructure team;
 - b. BE SPECIFIC. It is up to you to provide documented steps to recreate an issue and write up the tickets in a way that others can understand it. We use Jira and you will be the master of researching and writing tickets!
- 4. Other**
- a. TEAM WORK. We are a dynamic and growing company and sometimes we need all hands on deck to get things done that are not part of our usual routines. This includes you.

Person Profile

To join our team, you will...:

1. ... have outstanding levels of Drive, Ambition and Integrity;
2. ... love troubleshooting and be good at it;
3. ... be able to be on-call on a rotating roster;
4. ... have immaculate attention to detail & follow-through;
5. ... have beginner-level proficiency in a Windows Server environment including IIS and T-SQL
6. ... be a US resident;
7. ... work from our office in Austin, Texas;
8. ... Chinese language skills (Cantonese or Mandarin) will be highly regarded;
9. ... have exceptional verbal and written communication skills with the ability to communicate technical issues to non-technical people;
10. ... have previous working experience, service industry is highly regarded;
11. ... have flexibility in work hours and work habits;
12. ... be well organized and able to work unsupervised;
13. ... have a high degree of numeracy and computer literacy;
14. ... have the ability to travel if required;
15. ... be well-groomed, outgoing, confident, warm and friendly personality with a healthy measure of assertiveness.