

## Customer Service Representative

There's an evolution happening in Avon, CT. iDevices, the preeminent consumer tech brand in the connected home industry, is growing a line of smart home products available at the largest retailers worldwide. We are creating "The Silicon Valley in the Farmington Valley" – so if you thrive at the intersection of Technology and Engagement then we want you to join our evolution.

iDevices is seeking a Customer Experience Representative who is comfortable becoming an expert in all aspects of our products (hardware and software) and providing professional, courteous phone and email support on a daily basis. Additionally, this person must be self-directed and take complete ownership of the customer experience in order to exceed individual service goals, and demonstrate operational excellence. The position requires you to interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.

The iDevices Customer Experience will also be responsible for analyzing, monitoring and responding to reviews on the iDevices website, product forums and retailers' websites. It will be expected that product comments be brought to the attention of the appropriate department for attention.

***This position will require work on nights and weekends at our office in Avon, CT.***

### **Responsibilities:**

- Assisting and providing technical support to field issues generated by company clients via web, phone, email, chat, forums and on site (when needed)
- Act as main resource for all customer product questions, technical issues, or complaints by responding to customer calls and emails
- Must be able to speak and write clearly and assertively
- Deal directly with customers either by telephone or electronically
- Respond promptly to customer inquiries and resolve customer issues
- Upsell & cross-sell products as applicable
- Process orders, returns, exchanges and replacements
- Follow up on customer interactions
- Analyze, monitor and respond to product reviews
- Product manual, FAQ and support document development

### **Requirements:**

- 1-3 years customer service experience, ideally via phone or proven success in other environments (retail, serving, sales, etc.)
- Ability to work on nights and on weekends
- Strong ability to craft high quality, strategic communications reflecting best-practice principles of customer service.

- Experience with iOS required; Android desired
- 1+ years of experience using Microsoft Office is required. Mac users preferred.
- Technical, innovated, energetic, problem solver and offer solutions, new ways and innovative ideas.
- Experience with Zendesk and FedEx Online preferred, but not required.
- Self-direction is required, multi-tasking is a must, and meeting deadlines critical
- Experience with inventory
- Expert verbal and written communications skills required
- Demonstrated experience with learning complex business systems and new procedures
- Strong proficiency in Word and Excel required
- Proven success offering excellent phone etiquette, going out of your way to truly please and retain a customer
- Technical, innovated, energetic, problem solver and offer solutions, new ways and innovative ideas.