

Open Position – Saratoga Springs

Consumer Support Specialist-

Do you enjoy working a flexible schedule, excel at Customer Service and have a strong desire to grow within a company? Apply today for a position with Consumer Support. This is a seasonal, part-time position working from the comfort of your own home.

Our seasonal needs are expected to run through the end of September 2018. Our growing company connects customers with camping, tours & activity reservations as well as hunting & fishing needs across North America.

Perks:

- Great work environment and awesome co-workers
- Internal growth opportunities
- 401K available to all employees
- Hourly wage is based on location, paid bi-weekly
- Wage is non-negotiable

What does our Consumer Support Team do?

- We assist consumers with first call resolution regarding reservations and questions, helping customers with events affecting reservations and purchases, assist field staff
- Exceed partner expectations and provide the highest level of service excellence
- Learn new platforms and part of a team oriented atmosphere
- Problem solve, provide solutions, empathize with our customers and prioritize their needs.

Skill Requirements:

- Ability to use a desktop computer system and familiar with Microsoft Outlook, Firefox and Internet Explorer
- Ability to communicate correctly & clearly with customers, able to document and clearly understand and state the issues customers present, and good written response
- High school diploma
- Related customer support experience

What you will need to work from home?

- A quiet work environment that provides the following:

- You will need a standard phone line. First choice is POTS/Analog phone landline. We are able to accept some cable/digital providers. We are not able to accept cell, satellite or VoIP providers.
- High Speed internet connection and be able to be connected directly to the vendor's modem by Ethernet cable (NO wireless).
- Modem and phone line need to be accessible from your intended work station.

Have a desk top monitor (NO all-in-one computers, tablets, laptops or TV's as monitors)