

Customer Operations Agent

We are seeking a Customer Operations Agent to join our team at Confirmation.com in our Brentwood, TN location. The primary role of the Customer Operations Agent is gathering the appropriate Authorization and Authentication documentation for all validated users of the Confirmation application. The person in this role will ensure that users accessing our platform are appropriately licensed and that their accounts are setup correctly. Agents are required to conduct themselves in a professional manner at all times and provide accurate, timely information about our applications to both internal staff and external users.

Responsibilities

- Gathers the appropriate Authorization and Authentication documentation for all validated users of the Confirmation.com application.
- Follows documented procedures and utilizes the internet, phone, email, and other subscription based services to verify user information such as: physical address, appropriate licenses, employment status, etc.
- Prepares the final submission of verification evidence and submits to the supervisor.
- Follows-up with users and/or internal stakeholders.
- Performs revalidation procedures in line with SOC Audit.
- Perform account and user maintenance and modifications as directed
- Performs support tasks associated with daily operations such as filing and copying.
- All other duties as assigned.

Preferred Skills

- Proficient with Microsoft Word, Excel, Outlook and Internet.
- Comfortable with computer technology and learning new applications.
- Solid communication skills with ability to effectively respond to questions.

Qualifications

- Requires 1-2 years of work-related experience.
- Prior call center or customer service experience a plus.
- High school graduate or equivalent preferred.

Compensation

- Compensation commensurate with experience and education.

About Confirmation.com

Confirmation.com is the world's leading provider of secure online audit confirmations. Today, more than 16,000 audit firms use Confirmation.com to send audit confirmation requests to companies, financial institutions and law firms worldwide. For more information, visit Confirmation.com.