

Response Coordinator

We are seeking a Response Coordinator to support our global network of users, ensuring clients have an excellent user experience and receive timely responses to inquiries. Response Coordinators perform proactive outreach to our global network of responders to encourage and assist them in completing any request. Response Coordinators will spend the day locating key account contacts, engaging with them through email and phone, updating account records, analyzing a responder's performance, and supporting users as needed. Coordinators are required to conduct themselves in a professional manner at all times and provide accurate, timely information about our application to both internal staff and external users.

Responsibilities

- Daily review of outstanding requests of all types to identify those requiring outreach
- Complete outbound phone calls and emails offering assistance and encouraging completion of requests
- Assist users with login and navigation of the Confirmation system so that requests can be completed in a timely manner
- Educate new users on Confirmation's product and platform
- Analyze and report on responder performance themes
- Work with global support and sales to ensure that all users are educated on the response expectations
- Identify opportunities for a responder to improve their process to increase response efficiency and work cross-departmentally to implement those solutions
- Facilitate communication between users and the Sales Department regarding deviations from standard practices
- Participate in application user acceptance testing as required
- Document activities in Salesforce as well as other recordkeeping tools

Qualifications

- Requires 1-2 years of work-related experience
- Proficient with Microsoft Word, Excel, Outlook and Web-based applications
- Excellent communication skills with ability to effectively respond to questions
- Prior call center, customer service or collections experience a plus
- High school graduate or equivalent required

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.