

# Position Description

## Customer Care Specialist

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<b>Primary Objective</b>	<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 Intercontinental Hotels, Las Vegas Sands 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 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>
<b>Reports to</b>	Help Desk Manager
<b>Location</b>	Austin, TX Occasional travel may be required.
<b>Current</b>	October 2019

### The Customer Care Specialist is responsible and accountable for:

#### 1. HelpDesk & Client Liaison

- COMMUNICATE.** Interact with clients in a warm and professional manner via phone or email to assist and resolve questions or problems experienced;
- 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;
- 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;
- DOCUMENT.** All client interactions need to be recorded in our Zendesk ticketing system for future reference.

#### 2. Technical Analysis & Troubleshooting

- ANALYSE.** Using your technical skills, you may have to analyse log files and databases to determine the cause of a problem;
- RESOLVE.** Put your technical talents to work when implementing the solution for our customers;

- c. PERPETUATE. Record any first-time solutions in our knowledge base 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.