



Nextivity, Inc.
16550 W Bernardo Drive, Building 5, Suite 550, San Diego, California 92127
Telephone: 858.485.9442

Job Description

Title: Customer Support Specialist

Department: Customer Support

Manager: Sr. Director of Customer Support

Location: San Diego

FLSA Status: Non-Exempt

Job Type: Full Time

Compensation: DOE

Summary

- This Position involves interacting with customers to provide information in response to technical inquiries about products and services in order to fulfill customer needs and ensure customer satisfaction.

Responsibilities

- Maintain a professional “Can Do Attitude” through email and phone conversations with customers and co-workers
- Customer/Product qualification to maintain low churn. Always taking the time to set the proper expectations with the customer
- Proactively look for ways to help the customer; going above and beyond with each interaction
- Identify and anticipate the customer’s needs, responding appropriately
- Troubleshoot issues with customer via email, phone and chat providing step-by-step solutions to resolve customer issues
- Research and provide order information to customers when needed
- Spot and report customer requests by submitting JIRA tickets
- Collect and analyze customer product or service needs, offering detailed reports to management
- Create and maintain detailed customer interactions in Zendesk Ticketing Tool
- Manage Client Entries in Sales Force, WAVE Portal, and LITMOS
- Submit offline registration emails.
- Other duties as assigned.

Work Experience

- Must possess at least six (6) years of direct Customer Service experience
- Proven experience in technical customer support is preferred



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- Proven knowledge and experience of cellular networks and mobile operating systems (iOS, Android, Windows)

Education / Training

Minimum four (4) years college courses preferred not required.

Skills and Abilities

- Analytical and process-oriented mindset
- Ability to troubleshoot and test technical equipment
- Must be proactive, taking initiative and working in a collaborative team environment
- Must have strong critical thinking skills
- Excellent verbal and written communication skills
- Ability to use sound judgment when representing the Company
- Foster a professional attitude and demonstrate integrity and flexibility
- Entrepreneurial, rapid learner, inquisitive, and persistent
- Process Owner / process driven
- Detailed and disciplined
- Proactive Personality (“Can Do Attitude”)

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical demands:** While performing the duties of this job, the employee is regularly required to stand, walk, sit; use hands to type on keyboard; reach with hands and arms; talk and hear. Must have the ability to sit in front of a computer up to 8 hours per day, lift and carry boxes under 30 lbs.
- **Work environment:** The noise level in the work environment is usually minimal and usually that of an office environment and/or R&D lab.