



## DDI Technology

### Open Position

**Job Title:** Customer Service Specialist

**Reports To:** Director of Customer Services

**Department:** Customer Services

**FLSA Status:** Non-Exempt

**Location:** Lexington, South Carolina

**Hiring Range:** \$12.50 - \$14 per hour

**SUMMARY:** Professionally and courteously, provides personalized service and support to our customers; Partners with other teams to ensure exemplary customer service and provides critical support to customers, management, and DDI employees in a broad range of activities.

**ESSENTIAL FUNCTIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, with or without special accommodations.

**BENEFITS:** Benefits offered include: Medical, Dental, Life, Vision, Short Term Disability, Long Term Disability, Critical Illness/Cancer policy and a 401K.

**SHIFT:** 9:00 AM – 6:00 PM, Monday – Friday with a 1-hour break. Occasional working on Saturday and holidays will be required.

#### **Position Responsibilities:**

- Provides customer support by responding to inquiries regarding DDI's ELT and EVR program as well as other service software as needed.
- Serves as a support specialist for EVR support inquiries received directly from customers or other DDI support specialists.
- Assist DDI software developers with resolving customer and/or DMV EVR related issues.
- Analyzes customer requests received by telephone, live chat, fax and e-mail.
- Responds promptly to customers to ensure superior customer service within DDI's service level agreements. (Calls and chats must be answered within sixty (60) seconds; faxes and e-mails must be responded to within two (2) hours)
- Assists in multiple areas of the business as dictated by need, including but not limiting to, creating/altering templates for automated service emails sent through our system and onboarding needs by creating a sortable spreadsheet table to keep track of the information.
- Serves as a general conduit between support and the development team while performing less support technical duties that can be done without escalation to the software developers. This support may include the use of software tools, including SQL, for different areas of the business to provide and/or update information needed to service the customers in sales, onboarding, off boarding and normal usage.
- Assists Account Representatives with key account management.
- Assists Title Center with QA questions and out of state titling.
- Assists in verifying daily reports for various EVR states.
- Works late items in Gardener.
- Other duties as assigned by management.

**Supervisory Responsibilities:** None

## COMPETENCIES/KNOWLEDGE/SKILLS/ABILITIES:

The requirements listed below are representative of the competencies, knowledge, skills, and/or abilities required to successfully perform the job.

- *Education and/or experience* – Associates Degree from an accredited college or university, 2 years' customer service experience or an acceptable combination of education and experience. Degree with emphasis in the Information Technology field is preferred. Proficiency in software business applications including, but not limited to Microsoft Office.
- *Problem solving and analytical skills*: The ability to address problems in a wide range of situations and seek solutions in a fair and consistent manner.
- *Communication skills* – Excellent written and oral communication skills; writes clearly and reads and interprets written information; presents numerical data effectively; speaks clearly and listens and gets clarification.
- *Teamwork* - Balances team and individual responsibilities and contributes to building a positive team spirit.
- *Ethics* - Treats people with respect; works with integrity and ethically and upholds organizational values.
- *Planning/organizing skills* - Prioritizes and plans work activities and uses time efficiently.
- *Safety, security and quality* - Observes safety and security procedures and uses equipment and materials properly; monitors own work to ensure quality and demonstrates accuracy and thoughtfulness.
- *Attendance/punctuality/dependability* - Consistently at work and on time; follows instructions and responds to management direction taking responsibility for own actions.

## PHYSICAL DEMANDS and WORK ENVIRONMENT:

The *physical demands* described 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.

The physical demands of the position include close vision, distance vision, and ability to adjust focus; the ability to verbally communicate; use hands for typical office duties. Lifting requirements are minimal.

The *work environment* characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is a typical office setting. The noise level in the work environment is usually quiet. Little to no travel may be required.

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To apply for this position, please submit your resume and DDI Job Application to the Human Resource Department: P.O. Box 2078 Lexington, SC 29071 / [humanresources@dditechnology.com](mailto:humanresources@dditechnology.com)

**Position Posted:** 7/19/19