



Customer Experience & Support Rep

Location: Dripping Springs, Texas

Role: The Customer Experience Representative (CER) is responsible for providing exceptional technical support and customer service for Citadel & CDM TV products and service offerings. The CER will support will play a vital role differentiating Citadel & CDM TV from the competition, creating opportunities for value-creation, account retention and expansion.

Reports To: Client Success Manager

Primary Responsibilities:

- Engages in conversations with the client to ensure support for CDM TV products and service
- Juggles multiple conversations in our help desk support environment with a wide range of customers
- Works directly with customers via chat, SMS, and phone
- Provides remote support/screen shares with customers for advanced troubleshooting
- Demonstrates product expertise, showing customers around our apps and answering basic usage questions
- Communicates customer issues internally to prioritize and improve customer experience
- Maintains accurate documentation
- Owns account creation/update process
- Provide recommendations/solutions to customer challenges
- Maintain subject matter expertise of CDM TV products and service offerings
- Engage in opportunities to learn and grow and share technical expertise with the team
- Accountable for maintaining accurate documentation in Salesforce to track customer touchpoints and capture relevant information
- May be asked to perform add-on services as CDM TV expands our Service offerings

Qualifications:

- Exceptional written and verbal communication skills
- Demonstrates product expertise
- Maintains competitive intelligence and effectively differentiates CDM TV products/services
- Team oriented but able to work independently
- Proficiency in complex problem solving
- Strong attention to detail, with a sense of urgency
- Ability to prioritize issues and resolve them in order
- Tech savvy - enjoy learning about new technology
- Enjoys working in a tight-knit, startup community, and enjoys the team mentality
- Positive and energetic attitude with exceptional customer service skills
- Accountable, asks for feedback and strives for continuous improvement
- Experience with Salesforce is a bonus

- Digital Signage, SaaS, Advertising sales/support industry experience preferred but not required Performance

Expectations:

- Meet or exceed activity expectations/KPIs key performance indicators including revenue, ticket resolution and customer feedback. Compensation & Benefits
- Competative salary based on experience
- Flex-time
- Unlimited Vacation Policy
- Employee medical coverage

Qualified applicants only apply at www.cleardigitalmedia.net/team or email hr@cleardigitalmedia.net and include your resume and any additional info about you.



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