

## Help Desk Specialist Job description

### Primary Responsibility:

The Help Desk Specialist is responsible for providing first-line customer contact via phone, email, and/or chat. Provides escalated user support for technical issues within the Help Desk. Tracks tickets and maintains knowledge base. Addresses queries and user issues in a timely, accurate, professional, and friendly manner.

### Specific Responsibilities:

1. Answer general listing service inquiries on system access, "How to" questions.
2. Guide members in using software and hardware components.
3. Answer inquiries on new member information, membership categories, changes, member benefits, application information, billing, and dues assessment.
4. Provide after-hours and weekend support for members and system as assigned.
5. Assist with general administrative duties, special projects, and events as assigned.
6. Perform data verification duties and proactively monitor for proper use of BLC® data.
7. Contribute to team effort by accomplishing related results as needed.
8. Learn and stay current on all technical platforms and related updates supported by the BLC®.
9. Assist with training courses designed to instruct customers in the proper use of information systems using prepared materials and content.
10. Test system changes and repairs before installation to ensure resolution of a problem, satisfaction of a request, and/or proper functionality.
11. Maintain established qualitative and quantitative Key Performance Indicators (KPIs) designed to measure success of the service provided to members.
12. Accomplish other special projects at the request of Vice President of Broker Listing Cooperative®.

### Competencies:

- Strong commitment to member service
- Exhibits a professional countenance and demeanor
- Ability to effectively serve all members - adjusting for various personality types
- Excellent communication skills; written, verbal, and listening
- Diplomacy and confidentiality; proper phone etiquette
- Stress management/composure
- Technical capacity/Listing Service and all products provided to members
- Technical capacity/MS Office applications, membership management software, and all in-house communications tools
- Able to handle multiple tasks simultaneously
- Good thinker with common sense as it applies to providing service
- Ability to sustain upbeat attitude toward members
- Can subscribe to MIBOR Values: Service, Excellence, Integrity, Collaboration, and Family

**Teams:** Technology Department and Member Experience Taskforce, Technology Team

**Reports to:** Vice President of Broker Listing Cooperative®

**Benefits:**

- Health, Dental, Disability, Life Insurance
- 401k with employer match
- Competitive salary structure with bonus opportunity