

## HELP DESK SPECIALIST

### Come Build Your Career With Us!

MIBOR REALTOR® Association is looking for a Help Desk Account Manager who is an excellent communicator with a passion for delivering exceptional customer service and strong technical aptitude. If you are a self-starter who thrives in a fast-paced environment, we encourage you to apply for this exciting opportunity to join our team.

### Why join MIBOR

MIBOR REALTOR® Association (MIBOR) is more than your average employer. We are a professional trade association and multiple listing service that serves approximately 10,000 REALTOR® members throughout central Indiana. Our mission is to empower our members and strengthen the marketplace through collaboration, advocacy, professionalism, education, and innovation.

Through our membership, each year, we invest in the communities we support to help improve the quality of life for the residents and businesses located within them.

### Primary Responsibility:

The Help Desk Specialist provides members with technical assistance and support related to MIBOR technology products and systems, computer systems, hardware, and software. This 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. Answers general listing service inquiries on system access, "How to" questions.
2. Guides members in using software and hardware components.
3. Performs data verification duties and proactively monitors for proper use of BLC data.
4. Contributes to team effort by accomplishing related results as needed
5. Conducts training courses designed to instruct customers in the proper use of information systems using prepared materials and content, creating new materials as needed.
6. Tests system changes and repairs before installation to ensure resolution of a problem, satisfaction of a request, and/or proper functionality.
7. Assists with general administrative duties, special projects, and events.
8. Contributes to team effort by accomplishing related results as needed.
9. Accomplishes other special projects at the request of BLC Director or Chief Innovation Officer.

**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

Teams: Technology Department and Member Experience Taskforce, Technology Team

Reports to: Vice President of BLC®

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible schedule
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift

Supplemental Pay:

- Bonus pay

Ability to commute/relocate:

- Indianapolis, IN 46202: Reliably commute or planning to relocate before starting work (Preferred)

Experience:

- Customer service: 1 year (Preferred)

Work Location: In person