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| JOB DESCRIPTION | |
| Position Title: | Client Technology Support |
| Senior Leadership Team Leader: | Vice President, Operations and Operations Technology |
| Team Leader: | Manager, Technology Support |
| Team Membership: | Online Ops Technology |
| Location: | Virtual and Greater Philadelphia Area |
| Job Status: | Non Exempt |
| Supervisory Responsibilities: | None |
| Objective of the Position: | Internal and External Technical Support of our online booking tools and technologies |
| Job Summary: | Provide courteous, timely, accurate and efficient issue resolution to internal and external customers via phone, email, and chat functionality. Provide navigation, troubleshoot, and solve for inquiries concerning all online booking tools (Concur Travel, ETTA, Get There and TravelBank) and our WorldMobile App. |
| Essential Functions: | * Assist customers with online tool navigation, password resets, and building profiles. * The Client Technology Support agent can trouble shoot. * The Client Technology Support agent will organize their day by answering client support calls, chats, and emails. * When necessary, open internal service desk cases to report online issues * Client Technology Support member will be expected to keep current with newest online tool releases, product enhancements, and current events related to the travel industry. * Assist customers with online booking tools, and company mobile applications |
| Time Spent Performing Essential Functions (Generally): | * Assist customers with online tool navigation, password resets, and building profiles. 75% * Assist customers with online booking tool and company mobile applications. 10% * When necessary, the online member will open an internal service desk case and consistently follow up until the issue is reconciled. The employee will communicate to management escalated issues and trends. 10% * An online support agent may be asked to perform site demos or WebEx training. 3% * An online support member will be expected to keep current with newest online tool releases, product enhancements, and current events related to the travel industry. 2% |
| Competency and Position Requirements | * Excellent written and verbal communication skills, particularly with a customer service focus * Independent worker who is a self-starter and who is willing to learn * Strict attention to detail * Ability to work in a fast-paced, stressful environment * Commitment to lifelong learning * Technical Aptitude |
| Education and Experience Requirements | High School Diploma  College Degree Preferred |
| Physical Factors/Environment: | * Traditional corporate office located in corporate park. Team Member will have a semi-private cubicle located on a floor with other semi-private cubicles. * Because this is a position that permits telecommuting, the Team Member is responsible for (i) adhering to the company’s telecommuting policy and (ii) establishing a proper home office. |
| Working Conditions; Schedule: | * Full time, Monday-Friday with shifts between 8am-8pm, 40 hours per week. * World Travel, Inc. reserves the right to change Team Member’s schedule at any time to meet business needs. * Team Member may work overtime from time to time upon request by World Travel, Inc. * Team Member may be asked to report to a World Travel, Inc. office for training, support, or other reasons. World Travel, Inc. may make such request at any time, within reason. |
|  | This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable. |