

Controltec is committed to equal employment opportunity, nondiscrimination, and affirmative action. We strive to build a diverse community in which every individual actively participates and is encouraged to achieve their full potential. Consistent with this commitment, Controltec will continue to take steps to assure that no employee or applicant for employment is discriminated against based on arbitrary considerations of such characteristics as age, color, disability, ethnicity, gender, marital status, national origin, race, religion, gender, sexual orientation, military status or veteran status.

Controltec creates and supports software solutions for state and local governments, social services agencies, educational organizations, and childcare providers on a national scale with a focus on subsidized childcare and private childcare.

Our tools allow our clients to deliver high-quality, safe, and accountable childcare services.

Controltec is looking to add Client Support Specialists to our team. We're looking for customer-focused, detail-oriented and enthusiastic applicants to provide high-quality first-line client service and technical support via telephone, email, chat, and personal interaction.

Controltec has a tier-based support model. In this model, we train all new hires for a minimum of 90 days. The support department provides a path for agents to receive multiple pay increases in a year. Our raises are dependant on an agent's performance and their tier or technical expertise. Controltec also recognizes top-performing agents, using a variety of metrics each month.

Our interview process has three phases: two rounds of online interviews and a technical assessment.

This job is fully remote!

Job Specifications

Full Time, 8:00 am to 4:30 pm, Monday thru Friday (other shifts are also available, including 4 x 10)
Evening or weekend hours may be occasionally required

Salary

Range \$17.00 to \$25.00 per hour, depending on experience

Benefits

Controltec provides Medical, Dental, and Vision Insurance

Simple IRA Retirement Savings and up to a 3% match

8 Paid Holidays, 5 Sick Days, and Vacation Accrual

Tuition Reimbursement Program

Controltec also provides Basic Life Insurance coverage, Long Term/Short Term Disability, and an Employee Assistance Program at no additional cost

Qualifications

B.S. or B.A. degree in computer science, social services, or business management. Equivalent experience is also highly considered

Experience within the childcare industry, preferable experience within a subsidized childcare program

Experience with Controltec software is a huge plus!

Fluent Spanish; reading, writing, and speaking

Strong interpersonal, writing and verbal communications skills are essential

Excellent troubleshooting skills are vital
Teamwork is necessary
Education and experience in customer handling skills are highly desirable
Experience with CRMs
Experience with Microsoft Word, Outlook, Excel is required
Three or more years of on-the-job technical writing, training or education experience is preferred
The ability to travel locally/nationally for up to a week at a time is required
Bilingual – Spanish
In your response, please tell us what you need from a company to be successful

Responsibilities and Duties

The Client Support Specialist demonstrates premier customer service and is responsible for answering telephone calls, emails, and chats in a fast-paced call center environment.

Accurately document and process customer claims in appropriate systems

Follow all required scripts, policies, and procedures

Comply with requirements surrounding confidential information and personal information

Appropriately escalate customer issues to management

Utilize knowledge base and training to answer customer questions accurately

Answer telephone calls promptly and in a polite and professional manner

Train end-users on how to use company software products and systems

Help meet customer Service Level Agreements (SLAs)

Attend meetings and training and review all new training material to stay up-to-date on changes

Ensure first call resolution through problems solving and effective call handling

Occasional travel may be required (for conferences or to visit customer sites)

Occasional on-call evening hours are required, and occasional weekend hours may be required, depending on the needs of our clients

This position is remote, and applicants are required to have a dedicated home office space free from noise and interruptions

If you are interested in joining the Controltec family, please send your resume to Lynn Sanger, lsanger@controltec.com