Our company is growing rapidly and is looking to fill the role of email support. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for email support

- Ensure compliance with all company and departmental policies, procedures, and guidelines
- Ensure active and appropriate engagement on continuous improvement opportunities
- Manage multiple tasks and prioritize work responsibilities while maintaining attention to details
- Provide support to the member servicing various product questions and/or issue resolution via chat/email as the primary communication channel
- Minimal Inbound and Outbound phone contact resolution required
- Provide timely, efficient and accurate follow up to user questions or issues
- Answer incoming member chat and email sessions, regarding billing issues, product problems, service questions, and general concerns
- Serve as a champion of the brand and help save membership through excellent communication and brand awareness
- Responsible for maintaining a high level of professionalism working to establish rapport with every member
- Update member information in multiple member databases depending on member need

Qualifications for email support

- Candidate must Excellent Customer Service skills, communications skills and

- Standard troubleshooting skills and diligence
- Strong working knowledge of standard protocols such as SMTP, DNS, FTP, SSH, TCP/IP
- Good networking knowledge, they should have a strong understanding of switches, routers, firewalls and subnetting
- Experience with shell scripting in PERL and other scripting languages and experience with FreeBSD is a plus