



Field Operations Team

Role Description

Title: Field Operations Support Specialist

Reports to: Field Operations Support Manager

Role Summary

Field Operations Support Specialists work directly with customers on a daily basis primarily through telephone, email and helpdesk tickets. The Field Operations Support Specialist builds solid professional relationships with Field Staff and Key Leaders and serves as the primary point of contact.

Primary Responsibilities

- Professionally and efficiently handle incoming requests from staff and key leaders:
 - Thoroughly gather information to track and log issues through the helpdesk tools, following documented procedures
 - Assess and respond to customer needs
 - Ensure that issues are resolved both promptly and thoroughly
 - Educate the customer where applicable to prevent the need for future contacts
- Maintain knowledge of processes, product offerings and support policies in order to provide accurate solutions to customers
- Provide quality service and support to Field Staff in a variety of areas including, but not limited to, data management, mailings, reporting, placing orders, and system troubleshooting
- Assist in the collection and recording of data for Ends tracking and reporting
- Facilitate communication with the Field Staff, Leaders and internal teams
- Continuously evaluate and identify opportunities to drive process improvements that positively impact the customer's experience
- Understand and follow escalation process when necessary
- Operate in a manner that contributes to the accomplishment of team deliverables and overall organizational health.

Qualifications

- Minimum Associates Degree or equivalent with at least two years of office or call center experience.
- Excellent communication skills, including telephone support and presentation skills are required
- Willingness to learn and adapt as needed
- Strong organizational and timely follow-up skills
- Ability to take initiative and work with minimum supervision
- Ability to work well in a team environment
- Ability to analyze and solve problems quickly and escalate as needed
- Proficiency in MS Office; experience with InDesign and online meeting tools desired

Key Competencies

- **Adaptability** – Adjusts to changing circumstances and needs, openness to new ideas, willingness to assume new responsibilities and ability to handle pressure.
- **Communication** – Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills.
- **Customer Focus** – Handles customer questions and complaints, communicates with customers, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met.
- **Dependability** – Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure.
- **Initiative** – Tackles problems and takes independent action, seeks out new responsibilities, acts on opportunities, generates new ideas, practices self-development.
- **Integrity/Ethics** – Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, acts in manner consistent with the core values of the organization.
- **Interpersonal Skills** – Has good listening skills, builds strong relationships, is flexible/open-minded, negotiates effectively, solicits performance feedback and handles constructive criticism.
- **Teamwork** – Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere.

Specifications

Full time, non-exempt position

Salary: \$25,000-\$35,000 per year

Eligible for paid time off, health benefits, pension and 401K