



Cohere Partners, Inc.

JOB DESCRIPTION: 3/13/2023

TITLE:	Customer Care Specialist	FLSA STATUS:	Non-Exempt - Full-Time
DEPARTMENT:	Corporate	CLASS:	Coordinator
REPORTS TO:	Digital Communications Manager	LOCATION:	Remote/Corporate Office

SUMMARY

The Customer Care Specialist (CCS) requires a cooperative and positive attitude, the ability to handle multiple high-priority tasks, and exceptional follow-through. We rely on the Customer Care Specialist to exceed customers' expectations and provide a level of support that makes the customer proud to be affiliated with Cohere. The ideal candidate will embody our core values of Trust, Reciprocity, Spirit, and Legacy and demonstrate solid commitment to above and beyond performance.

SCOPE

- Utilize the Zendesk software to respond to incoming inquiries promptly, efficiently and professionally.
- Actively listen to customers' needs and determine the steps necessary to provide resolution.
- Direct customers to relevant information, both internal and external, that can serve as ongoing resources.
- Handle concerns by providing relevant solutions and follow up as necessary to ensure satisfaction.
- Document all customer interactions using appropriate technology platforms (Zendesk, SharePoint, etc.).
- Manage tickets and customer information in Zendesk; generate reports and provide insight on trends and areas of focus for team members "upstream" to improve processes.
- Refer issues that cannot be resolved to appropriate team member(s); collaborate and follow up to ensure issue resolution.
- Train staff on Zendesk, how to manage community concern and other types of tickets.
- Assist communications team with educational blogs, working towards the goal of improving community communication.
- Input data into SharePoint including governance member files, property addresses, and communication files.



- Attend communications/operations meetings to discuss and support goals and tasks at hand.
- Read and update customer accounts in VMS.
- Manage complex transactional and emotional customer situations promptly and professionally while meeting service commitments.
- Assist colleagues from other departments when needed, coordinate and support operations, communications and engagement teams in special and ongoing projects.

ATTRIBUTES:

Key attributes for a successful CCS include, but are not limited to the following capabilities, qualifications, and performance skills:

- You care deeply and genuinely about customer service, problem solving, and making resident and stakeholder interactions overwhelmingly positive.
- You are tech-savvy and enjoy using technology tools to make work easier.
- You remain calm when customers are stressed or upset.
- You solve problems creatively using a “win-win” approach.
- You can think on your feet and provide quick, effective solutions.
- You ask for help when you need it and admit you may not always have the answer.
- You are naturally empathetic. You are good communicator and put people at ease.
- You can think, reason and make independent decisions.
- You follow things to conclusion. You don’t like to leave anything unresolved or undone.
- You enjoy working independently and need little direct supervision.
- You can juggle multiple projects and priorities while receiving calls.
- You can foster a collaborative environment when serving both internal and external customers.
- You are willing to take on additional responsibilities as needed.
- You are conscientious and have a dependable work ethic with a strong attention to detail.
- You project an enthusiastic, positive and professional demeanor.

KNOWLEDGE | EXPERIENCE

- College degree or working toward degree and/or professional certification.



- Experience in customer service and working in a professional environment; experience managing inbound customer calls and emails a plus.
- Familiarity with a wide range of desktop technology including Microsoft Office Suite; Zendesk familiarity is a plus.
- Proficient in database management.
- Knowledge of community association operations, general accounting, community amenities and community governance.

OPERATING PRINCIPALS

To help further our mission team members will:

- Instill a sense of fun and enthusiasm into everything we do for the community.
- Encourage a dynamic collaboration between internal and external stakeholders.
- Exercise tact, diplomacy and fair-mindedness in all interactions while providing exceptional customer service.
- Embrace the vision, goals, and aspirations of Cohere.

Cohere is an equal opportunity employer and considers all qualified applicants equally without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability status.