



CUSTOMER SUPPORT REPRESENTATIVE

Position Summary:

DotLoop is looking to immediately hire Customer Support Representatives to join their growing organization. This is an outstanding opportunity for a detail oriented, support rep to join a fun, creative, and challenging environment. Our ideal candidate will have experience in customer support, in-bound phone answering and computer technologies. If you are a motivated problem solver and detail oriented person who enjoys evolving technology, we would like to hear from you.

Our ideal customer support representative will ensure delivery of superior customer service through fast and accurate communication and coordinating with other departments to resolve inquires/problems. First point of customer contact for general inquiries, sales, and retention. Builds and maintain relationship with clients by providing prompt and accurate service so as to promote customer loyalty.

Support Responsibilities

- Fielding inbound customer support calls and assisting customers as needed
- Deliver resolutions to customer's needs utilizing internal system with speed and professionalism
- Responding to inbound support emails/chats
- Be a product expert to show customers features and benefits of services
- Testing new developments in our products and provide feedback
- Establish and execute quality procedures in conjunction with operating staff

Candidates must meet the following criteria:

- Excellent consultative, rapport-building and communication skills
- Ability to contribute to a team oriented environment and be able to multitask
- Detail oriented
- Knowledgeable in computer technologies
- Problem analysis and solving
- Organizing and planning
- Appreciation of other work disciplines, such as Real Estate and Technology.
- Flexibility to work fixed/rotational shifts covering 7 days a week

Desired Skills (but not required)

- Knowledge in Real Estate Transactions