



JOB DESCRIPTION: CUSTOMER CARE DIGITAL SUPPORT SPECIALIST

DEPARTMENT:	Marketing & Communications	REPORTS TO:	Manager, Customer Care
JOB CLASS:	Support Specialist	PAY GRADE:	17
EXEMPT STATUS:	Exempt	DATE:	06/17/2014

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

The Customer Care Digital Support Specialist coordinates and reports all FLVS customer support issues via social media channels. The Customer Care Digital Support Specialist identifies and analyzes trends to help drive business decisions relating to the customer experience.

ESSENTIAL POSITION FUNCTIONS:

- Coordinate all social media customer relations, including monitoring and responding to postings and web mentions referencing FLVS, its family of products, and sub-brands
- Monitor Google Alerts for customer questions, comments, and concerns
- Review the FLVS brand social media channels daily for all posts requiring customer service attention
- Review and escalate all posts through proper internal channels, including, service issues, student/staff safety concerns, and academic integrity violations
- Provide the highest level of customer service to students, parents, and other potential customers via social media
- Identify students in internal systems (VSA, A&R) in order to answer questions and provide support
- Submit and receive support tickets
- Generate, present, and analyze data reports on social media involvement and make recommendations for future use of social media channels
- Review insight data and trends in FLVS social media and present ideas and opportunities to the team to best optimize the performance of social media channels and positively engage customers
- Research and stay current on social media practices
- Identify trends in customer service issues and recommend changes and updates to FLVS systems to help improve customer experience and knowledge base
- Maintain a knowledge and understanding of the FLVS user experience, courses, and programs in order to best assist with frequently asked questions
- Coordinate efforts across the interactive, product marketing and customer relations teams to ensure the organization's mission, vision and commitment are carried out in team meetings, in team goals and in daily decision making
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:

Education:

- Associate’s degree; or equivalent combination of education and relevant experience
- Bachelor’s degree, preferred

Experience:

- Two years’ experience in related field
- One year experience in customer service
- Experience in public relations, marketing, or advertising, preferred
- Experience using social media monitoring software or web applications, preferred
- Experience using Radian6 and/or Salesforce.com, preferred

Knowledge, abilities and skills:

- Knowledge of MS Windows, MS Office, and Internet Explorer
- Excellent written and verbal communication skills
- Demonstrated ability to collaborate and work with a team
- Ability to work with and through people to establish goals, objectives, and action plans
- Strong interpersonal and customer service skills
- Ability to handle multiple priorities, meeting deadlines, and effective time management
- Excellent organizational skills
- Exercises independent judgment to adopt or modify methods and standards to meet responsibilities

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p>CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p>INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment</i></p>	<p>FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces</i></p>

<i>conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i>	<i>high quality work in organized and timely fashion</i>
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INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<p align="center">PEER RELATIONSHIPS</p> <p><i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p align="center">CREATIVITY</p> <p><i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”</i></p>
<p align="center">SELF KNOWLEDGE</p> <p><i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn’t defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i></p>	<p align="center">PLANNING</p> <p><i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i></p>
<p align="center">ORGANIZING</p> <p><i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i></p>	<p align="center">PROBLEM SOLVING</p> <p><i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn’t stop at the first answers</i></p>
<p align="center">DRIVE FOR RESULTS</p> <p><i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.