

Customer Experience Specialist

Reports To: Customer Experience Supervisor

Department: Customer Experience



Job Summary:

At Range Marketing, we value building meaningful relationships, holding ourselves accountable, maintaining positivity within ourselves and others, and encouraging learning and change in everything we do. This extends not only to our employees but to our clients as well, as we work to encourage the growth of the organizations we work with.

To that end, we're currently looking for an entry-level Customer Experience Specialist to join our team! In this role, you will be responsible for supporting Range Marketing's sales and retention goals through great customer service, maintaining quality relations with existing clients, and providing support in a variety of tasks, audits, and other general duties. If you're a good fit for the role, you're excited to constantly learn and take on new challenges, have strong communication skills, enjoy working with a team as well as independently, and have the ability to coordinate simultaneous projects.

Your responsibilities may include:

- Applying knowledge of company products/services to efficiently process customer information, and responding to inquiries and complaints in a professional manner
- Being the first point of contact for customer/technical support and troubleshooting, including periodic client outreach via email and phone
- Effectively managing ticket routing
- Conducting technical and writing assignments such as minor website changes, keyword research for SEO campaigns, and content writing
- Carrying out audits, tasks, and general support for our various departments
- Consistently building and maintaining quality customer relations
- Remaining current on products, product updates, and new technologies
- Maintaining updated and organized files, notes, and assets on all clients
- Completing and submitting customer activity reports as assigned, including data analysis and reporting
- Analyzing customer accounts through audits and promptly making corrections and/or modifications
- Contacting customers to obtain missing information or data to ensure an accurate customer database
- Training new Customer Experience Specialists as requested
- Completing general administrative assistance tasks
- Performing other related duties as assigned

To be considered for this position, you'll need:

- A high school diploma or equivalent
- Strong verbal and written communication skills, including the ability to read, interpret, and respond to documents and emails efficiently and professionally
- Strong time management, problem-solving, and organizational skills
- The ability to organize, interpret, and present data
- The ability to speak effectively before groups of customers or team members
- The ability to apply common sense understanding to carry out processes
- Basic computer literacy, including Google Suite and Microsoft Suite
- The ability to multitask and coordinate simultaneous projects
- To be highly detail-oriented, accurate, and efficient

- To be a positive and dynamic team player

Prior customer service experience is helpful but not required. Range Marketing is a small company, so our team members tend to wear many hats. Our ideal candidate is willing, able, and excited to extend their skills to other areas of the business as needed. We are located in Buffalo, NY with the majority of our team working fully remote. You must be based in the Western New York area to be considered for the role but you will be able to work remotely if desired.