

Support Center Representative (Tier 1)

OUR MISSION IS TO ENSURE THE SAFETY OF LAW ENFORCEMENT OFFICERS, SCHOOLS, AND COMMUNITIES.

At KOLOGIK, we are passionate about enhancing public safety by creating new data-sharing technologies that turn ideas into solutions.

Our Support Center has a reputation as being high performing, effective with customers and team-driven, consistently scoring highest marks on customer support surveys. We are looking for new Support Center representatives to join our team. If you are motivated by success, curious about technology, and like solving problems, you may have a place at KOLOGIK. This is an opportunity to grow in an advancing technology career to help our customers effectively use our software.

Location: Remote

Our Support Center Representatives are responsible for answering incoming phone calls, emails and/or chat messages and providing support to customers experiencing software and computer problems as they relate to Kologik software use and performance. They listen to descriptions of customer issues and determine how and if they can be fixed and when they need to be escalated to other departments for deeper investigation and resolution.

YOUR DAY-TO-DAY

- Respond to customer queries in a timely and accurate manner, via phone, email, or chat
- Identify customer needs and help customers use specific features of our software
- Analyze and document product issues (for example, by testing different scenarios or impersonating users)
- Update our ticketing system with information about technical issues and discussions with customers
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Properly escalate unresolved issues to the next level of support
- Gather customer feedback and share with supervisors
- Assist in training newer Support Center Representatives

BASIC QUALIFICATIONS

- Able to pass and maintain FBI and State Criminal Justice Information Security (CJIS) background check(s) and certifications
- Excellent verbal and written communication skills
- Excellent interpersonal and customer service skills
- Proficiency in English
- High school diploma or GED is required
- 1-2 years' experience as a Technical or Customer Support Representative or similar Customer Service role desirable
- Experience using help desk software and remote support tools
- Curiosity in understanding why and how things work

- Aptitude for learning new technologies quickly
- Strong client-facing and communication skills
- Troubleshooting and multi-tasking skills
- Excellent communication and problem-solving skills
- Multi-tasking abilities
- Patience when handling tough cases
- Able to work in a fast-paced, self-directed environment

PREFERRED QUALIFICATIONS

- Familiarity with our law enforcement industry
- Experience with HubSpot Service module

EXPECTATIONS

- Embody and exemplify Kologik's core values
 - Winning mindset - Hungry, driven, passionate, execution focused, committed, urgency
 - Coachable change agents – Fail quick and learn, continuous improvement, critical thinkers – question why, innovative
 - Servant leaders – When no one is looking, we do the right thing; teamwork, collaborative, not siloed, customer-centric
- Teamwork: Build consensus and use active listening skills
- Customer Service: Provide prompt, high-quality service to members, staff, vendors, and internal/external customers
- Communication: Create effective working relationships by sharing information.
- Achievement: Demonstrate ability and willingness to achieve organizational and individual goals by seizing opportunities and learning from experience
- Flexibility/Innovation: Initiate new ideas, exhibit creative thinking, and grasp new concepts
- Technical Excellence: Apply and develop technical and role specific skills and organizational knowledge

WHY KOLOGIK

In pursuit of our vision to become the nation's leading provider of secure data retrieved, managed, controlled and stored across multiple servers, KOLOGIK always wants to hear from top professionals interested in joining our team. We thrive in a culture of teamwork and success. Our employees are our greatest assets; therefore, we strive to create a work environment where you can feel valued and productive.

We offer:

- Competitive salary and uncapped commission
- Medical, dental, and vision coverage
- 401k with generous employer match
- Paid time off

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

Apply by sending your resume to jobs@kologik.com.