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| Customer Service Representative / Data StewardBurlington, MA – Temporary ContractThe Open Group is a global consortium leading the development of open, vendor-neutral IT standards and certifications. We operate the IT industry’s premier certification service for people and products, providing confidence that individuals have the required knowledge or experience and that products conform to open standards.We have an immediate need for a Customer Service Representative / Data Steward to join our team and are looking for a computer savvy customer service professional who enjoys problem solving.Responsibilities* Provide compassionate support to users having difficulty with our systems
* Identify trends and escalate problem to software development team
* Maintain data records in customer relationship management system
* Provide support and guidance to certification customers on completing or updating their certification
* Liaise between certification and development teams to manage and prioritize the resolution of operational issues
* Manage and send certification reminder emails to customers when due
* Interface with and support internal teams such a Legal and Finance

Required experience* Experience in a customer service environment, ideally within the IT industry and providing email-based customer support
* Experience using a customer relationship management (CRM) tool
* Experience with Microsoft Office or Open Office and web-based applications
* Familiarity with use of a helpdesk application a plus

Qualifications* Excellent written and verbal communication skills
* Excellent follow-through and attention to detail
* Comfortable taking responsibility for own workload and managing tasks through to conclusion with minimal supervision
* Customer-focused and able to view things from the customers’ point-of-view
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