

Jr. Customer Support Specialist

Location: Flexible remote and office-based work - McLean, VA (USA)

Department: Customer Success

Reporting to: Senior Customer Support Manager

Overview:

We are very proud to say that none of the clients that ContactEngine has gained over the past 5 years has ever left us. This is principally because, taking over after the success of the first implementation, our brilliant Customer Support Specialists then take our clients on a journey of ever-increasing business value.

Our Customer Support Specialists seek to improve existing and new customer journeys, and support all clients on a 24/7 basis ensuring ContactEngine can deliver high returns. They look for opportunities to apply human intelligence, machine learning and artificial intelligence to optimise all conversations and associated business outcomes. They are tireless in their aim and desire to perfect the entire customer journey for their clients, through support, testing, conversation audits among other roles. This group of dedicated Customer Support Specialists seek to eradicate customer churn for our clients by delivering, for their customers, a perfect customer journey.

Key Responsibilities:

- Proactively monitor and audit conversations using ContactEngine's tools
- Analyse records history (conversations, status events, agent notes, etc.) to ensure the appropriate course of action is followed when handling cases
- Identify cases which require escalation and human intervention, and channel those cases to the appropriate resolution point
- Identify and track solution issues and improvement opportunities under established SLAs
- Respond and own issues raised by system monitoring, clients, or their ongoing analysis

- Assist in Market Trail Testing and conversation implementations
- Escalate according to client and ContactEngine SLAs
- Assist the Innovation team by tagging conversations with Artificial Intelligence (AI) Intents to further train the AI models and improve the Machine Learning Engine

Core skills and attributes:

- Entry-level commercial awareness, including the support of business cases.
- Proven customer service skills.
- Ability to manage multiple accounts and work streams concurrently without loss of quality or attention to detail.
- Clear and concise written and spoken communication skills.
- Strong presentation skills, excellent ability to present written information in a structured, balanced form and in a format that is tailored to the audience.

Personal attributes and other requirements:

- Willing to travel (c. 10% of the time)
- Strong work ethics
- Honest, diligent, and trustworthy
- Multi-lingual required

What ContactEngine brings to the table:

- You'll be joining a rapidly expanding and award-winning company, with world class and disruptive SaaS technology.
- You'll have excellent opportunities to use and expand ALL your skills and make huge strides in your professional development.
- You'll be joining a strong culture, and a tight-knit team of colleagues.
- You'll have good opportunities to earn well.

Timings/Renumeration:

- Full time
- Available to work rotating shifts, weekends and holidays
- Remuneration TBC

We are committed to creating a diverse and inclusive company that better reflects the community we live in. We therefore welcome applications from candidates of all backgrounds.

For more information about ContactEngine, please visit www.contactengine.com



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ContactEngine is a Conversational AI technology that enables brands to proactively engage customers in conversations that fulfil business objectives. ContactEngine automates outbound customer engagement across all channels and generates unique insights into the changing patterns of communication by applying demographic and intent analysis, linguistics and ground-breaking artificial intelligence principles to mass volumes of raw data. ContactEngine transforms the way global brands engage with their customers – saving brands millions and making their customers happier.

For more information, visit www.contactengine.com