Job Title: Client Services Specialist- MyRec.com Recreation Software

Job Description: A full-time remote position responsible for customer support, troubleshooting problems, and training of existing clients. Also responsible for updating and creating reference guides. Other roles include assisting other MyRec.com Departments and directing customers to other staff if needed. Reports directly to the Director of Client Services.

Job Benefits: Pay is $32,500 per year. The hours would be 10am to 6pm EST with a half hour paid lunch. Benefits over the first year include 401k with match, health insurance reimbursement, wellness incentive, flexible days off, and two weeks vacation.

Job Requirements:

- Reliable internet access
- Friendly and accessible
- Able to learn quickly, follow instructions and coordinate work
- Able to work without supervision and with minimal guidance
- Able to problem-solve and troubleshoot
- Able to know when to ask for help or more information

Responsibilities and Duties:

- Familiarize self with the user side of MyRec.com software, including new updates.
- Be one of the first contacts for calls and emails, discuss issues and refer to other staff.
- Confer with clients remotely to provide information about the services of the software.
- Ensure that appropriate actions are taken to resolve client problems and follow up.
- Keep records of client interactions, including details of the call/email and actions taken.
- Refer unresolved customer issues to relevant departments for further investigation.
- Coordinate responsibilities with other staff members.
- Participate in staff meetings to remain up-to-date on new functions.
- Welcome new departments and follow up with regular check ins.
- Update how-to/help documents to account for recent software updates in existing guides.
- Create new how-to/help materials for new software features.
- Provide basic training for clients as needed or directed.

Qualifications (Preferred):
- College Degree
- 2 years Recreation experience
- 1 year Recreation Management Software experience (MyRec.com preferred)
- Applicants from the Northeast encouraged to apply

How to Apply for the Job: If you are ready to become part of our family, Apply Here with your resume and interest by April 2, 2021.