

U.S. Figure Skating (USFS), the National Governing Body for the sport of figure skating, located in Colorado Springs, Colorado, is accepting applications for Customer Support Specialist in the Product Support organization. U.S Figure Skating is a member of the United States Olympic and Paralympic Committee (USOPC) and the International Skating Union (ISU).

Responsibilities

- Maintain a positive, empathetic and professional attitude toward customers at all times
- Respond promptly to customer inquiries
- Communicate with customers through various channels
- Acknowledge and resolve customer complaints and inquires as received through incoming calls or web submission for U.S. Figure Skating customized applications including, but not limited to, Membership Management System (MMS), Event Management System (EMS), and Learn to Skate USA (LTS)
- Know U.S. Figure Skating product offerings inside and out so you can answer questions
- Keep record of customer interactions, transactions, comments, and concerns
- Provide answers to customer by identifying problems, researching issue resolutions, guiding customers through corrective steps, and advising on solutions
- Ensure customer satisfaction and provide professional customer support
- Follow customer support procedures to assist managing tickets being submitted by end-users
- Assist Clubs or Local Organizing Committees (LOCs) through the competition process using EMS; providing training, support, and best practices through communication touch-points
- Assist customers and / or USFS employees training on MMS, EMS, and LTS by scheduling and setting up webinars and seminars
- Log defects and assist triaging the defects by following established procedures and protocols
- Identify common trends or issues to underlying problems; request product enhancements
- Assist QA Engineer in testing new features, functionalities, and defect resolutions against defined User
 Stories and Acceptance Criteria
- Assist in documenting resource items to include, but not limited to, customer references, common use cases, and wireframes
- Assist release management by conducting smoke testing as a Post Go-Live QA mechanism from customer support perspective

Qualifications

- High school diploma or general education degree (GED) or equivalent
- Ability to stay calm and professional when customers are upset, stressed or frustrated
- Prior customer support experience, strongly desired
- Self-motivated, willing to learn, and interested in working in a team environment
- Good presentation and writing skills
- Previous internship/co-op experience, leadership and teamwork capabilities, interpersonal communication skills, and activities (professional/community/extracurricular)
- Figure Skating experience is a plus
- Must be authorized to work in the United States. We are not able to sponsor visas

Classification: Full-time, Exempt

Salary: Commensurate with experience

Application: Send cover letter, resume, and three references:

Cassy Papajohn
U.S. Figure Skating

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Please note telephone calls will NOT be accepted.

Review of applications will begin immediately. Applications will be accepted

until this position is filled.