



## **CUSTOMER RELATIONS/TECH SUPPORT ADMIN**

PADI, the global leader in Scuba Diver Training, is searching for a full-time **CUSTOMER RELATIONS/TECH SUPPORT ADMINISTRATOR** at our corporate headquarters in Rancho Santa Margarita, California. PADI offers its employees a unique culture centered around an active lifestyle, fun and hardworking colleagues, interesting work, competitive salary and outstanding benefits. We are an amazing company searching for amazing people to join our team!

The Customer Service Tech Support Administrator plays a critical role as a key staff member in analyzing, troubleshooting, educating and assisting internal and external customers as it relates to tech support inquiries. Responsible for coordinating tech support resolutions via appropriate software applications and act as an advocate for the customer as it relates to directives assigned. Maintain open and active communication with internal staff to ensure all needs are met to secure continued success of the various departments and customer requests.

### **What You'll Be Doing**

#### Technical Expertise:

- Discover the root cause of the problem and the action required to solve it, whenever possible, using company databases, customer information and collaboration with other departments
- Engage in real-time troubleshooting while customer is on the telephone and submit a service request to Product & Technology. Follow up call appointment with the customer if the problem cannot be resolved. Negotiate follow up time with the customer and educate the customer if there are other options that can be utilized while we work with our Product & Technology team to address the request.
- Provide total customer service by answering basic questions about programming over the phone and partnering with Production Excellence point person(s) to resolve the issue as quickly as possible.
- Partner with Product Teams to complete User SQA testing feedback for product and project development.

#### Promote Quality Customer Experience

- Provide customer support by asking questions and listening to customers in order to understand needs, requests or problems.
- Build customer loyalty by placing follow-up calls to internal and external customers after receiving acknowledgment of action taken by other departments to resolve this issue
- Keep customers informed about progress through checking status of service requests in customer record system (eSynergy)
- Provide seamless customer experience through documenting call/email details into the computer system and completing any forms required to request action by other departments

- Respond to members'/consumers' inquiries concerning eLearning, eCard and ScubaEarth tech support inquiries.
- Promptly review and coordinate processing of all service requests for all membership levels.
- Participate in reviewing assigned tasks and apply training in needed areas as it relates to resolution to issues.
- Implement and maintain appropriate customer service levels by managing assigned workflow, membership/student accounts and handling general consumer issues.
- Provide prompt follow-up on customer service issues received by phone, email, written and other communication methods.
- Advise and counsel other departments and employees as an advocate for the membership on issues that pertain to Customer Relations when applicable.
- Assist with work overflow within the Customer Relations Department including copying, typing, filing, processing, etc.,
- Provide daily reports on processes and pledge goals to department management as directed.
- Must maintain complete confidentiality with regard to information received or heard about former or present employees.

### **Skills and Experience You'll Need to be Successful in This Role**

- PC literacy; working knowledge of word processing and spreadsheet software including;
  - MS Word and Excel.
  - PowerPoint (preferred)
- Knowledge of and sensitivity to multi-cultural issues relating to customer service.
- Type 75 words per minute.
- Excellent writing and verbal skills.
- Excellent organization skills; ability to prioritize work.
- Detail orientation.
- Professional attitude and telephone manner.
- Politically astute.
- Dedication to customer service and satisfaction. Multitask
- Listening Skills
- Phone Skills
- People Oriented
- Adaptability
- Ability to Work Under Pressure
- Computer Skills
- Patience
- Negotiation
- Positive Attitude
- Product Knowledge
- Customer Service
- Resolving Conflict

Founded in 1966, PADI has grown consistently through our 54 years in business, continually raising the bar for the industry we are all so passionate about. We know who we are as a company but never let that hold us back from reinventing ourselves and keeping our mission modern and relevant. One thing that stays consistent is our mission to be “The Way the World Learns to Dive”. PADI has certified over 28 million divers during our history, an achievement no other scuba diving agency can claim.

PADI strives to create a work environment that respects individual contribution while maintaining a strong team approach for successful execution of business objectives. The executive team believes in a work-life balance that enables employees to meet their personal and family needs with flexible hours and a robust benefits plan.

If this job sounds interesting to you and you meet these requirements described above, we'd like to get to know you! Please submit your resume & salary requirements to [jobs@padi.com](mailto:jobs@padi.com) . To learn more about our company visit us at [www.padi.com](http://www.padi.com)

Applicants must possess the right to work in the United States.

PADI is The Way the World Learns to Dive.