



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.

At this time the role will work remotely due to COVID-19. Upon return to the workplace, the role will work in house 3 days a week and remotely during the weekend.

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!

We're looking for team members who think big, move fast, work smart, and have a desire to do things better. We are interested in hiring great team members with the talent it takes to keep up with our ever evolving products, platforms, services to support our customers and enjoy working in a fast paced environment and from home on the weekends!

The applicant must be detail oriented and skilled in Customer Relations. Job schedule is Saturday through Wednesday 7-4pm with Thursday and Friday off. Salary: \$18.45 /hour.

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

- Ticket Logging and Resolution
- Activity Tracking
- Phone/Email Communication with Customers and Key Accounts
- Computer and Mobile Support
- On-Call for Key Account Support
- Ticket Analysis

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

- Excellent verbal and written communication
- Strong PC skills
- Strong Microsoft Excel skills
- Attention to detail
- Strong work ethic
- Analytical Experience

- Strong Customer Care background
- Strong Multi-tasking skills
- Technical Support: 1 year (Required)
- Languages; English and French or Spanish (Preferred)
- Previous Customer Care & Tech Support experience required.

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. To learn more about our company visit us at www.padi.com

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

PADI Seek Adventure Save the Ocean

California Applicants please note that PADI collects personal information relating to its candidates for employment to manage the recruitment process. The organization is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. To view PADI's CCPA Notice please go to <https://www.padi.com/ccpa-notice>