



PADI, the global leader in Ocean Exploration, is searching for a full-time, experienced **TECHNICAL CUSTOMER SUPPORT REPRESENTATIVE II or III** in our Rancho Santa Margarita CA offices. 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!

Hybrid work schedule in Rancho Santa Margarita CA.

The Technical Customer Support Representative provides basic technical support and assistance to customers via e-mail, phone, or chat. Addresses and responds to customer inquiries on products and services, including installation, operational functions, troubleshooting, and maintenance. Being a Technical Customer Support Representative II provides customers with preventive maintenance and configuration recommendations to improve product usability, performance, and customer satisfaction. Documents support interactions, including details of inquiries, complaints and comments, and actions taken. Additionally, Technical Customer Support Representative possesses a strong understanding of the organization's products and services and escalates more complex inquiries to a higher-level support team. The Technical Customer Support Rep works under moderate supervision and is gaining or has attained full proficiency in a specific area of discipline.

What You Get To Do

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 request or issue
- Keep customers informed about progress through checking status of service requests in

customer record system (Zendesk/Salesforce)

- 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, online accounts and application status/service
- 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 senior personnel or other departments and team members 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 processing, filing, image verification, and emails/tickets, 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.

What You Will Need To Be Successful:

- High school diploma or general education degree (GED).
- Fluency (write, read, speak) French, Spanish or Portuguese a plus.
- Minimum two to five years customer service and tech support experience
- Analytical mindset- will need to diagnose problems and consult with Product Team point person to ascertain where problems lie
- Ability to document issues clearly- reporting bugs, defining resolutions, etc.
- Ability to use internal and/or external tools to assist with troubleshooting devices compatible with our digital product line
- 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 58 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 30 million divers during our history, an achievement no other scuba diving agency can claim. We are committed to our purpose to Seek Adventure—Save The Ocean.

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 a resume to jobs@padi.com. To learn more about our company visit us at www.padi.com

Applicants must possess the permanent 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>