

TITLE: Online Services Specialist

REPORTS TO: Manager of Content and Online Services

HOURS: Full-time with the ability to work flexible hours (hourly position)

The Online Services Specialist will contribute Quest CE's Content and Online Services Team and report directly report to the Manager of Content and Online Services. The Online Services Specialist will provide high-quality customer to Quest CE students/clients who are accessing our online learning management system, *Renaissance*, to complete their continuing education and/or compliance training requirements. The service requests are responded to via phone, email and Live Chat. The position will handle and resolve customer complaints in a professional and thorough manner and be able to explain how to navigate the various Internet sites used by Quest CE customers/clients. Additionally, the Online Service Specialist will assist with maintaining the content housed in *Renaissance* and respond to content-related tasks from various team members via the ticketing system, Spiceworks.

General Duties and Responsibilities

- Responsible for answering in-coming telephone calls, supporting Quest CE's Live Chat service, and responding to inquiries to the Quest Support email address
- Check the Quest CE phone mailbox daily and direct all messages to the appropriate party
- Respond to student inquiries via phone or email regarding on-line enrollment directions, state CE requirements
- Uphold the Quest CE Service Standards as they relate to the position and the Online Team
- Process Online course completions via State DOI guidelines (insurance)
- Review all error reports regarding State rosters and correct, as needed
- Handle and resolve customer complaints in a professional and thorough manner and explain how to navigate the various Internet sites used by Quest CE users/clients.
- Help with the maintenance of the online course completion files
- Edit and proofread content while ensuring all published content meets established standards.
- Assist the Manager of Content and Online Services:
 - Facilitate the publishing of all content to Quest CE's web-based compliance management system
 - Create custom courses and test questions, using Captivate and *Course Builder* and audit finished courses for functionality, revising as needed.
 - Create custom surveys and ACM modules for Firm Element clients.
- Ensure all content is on-brand, consistent in terms of style, quality and tone of voice, for a high quality user experience, by bringing in best practices in grammar, writing, and style
- Work closely with the IT Developers and team members to assess and resolve any technical challenges in displaying the content, as well as maintaining site standards.
- Update the Quest CE online course library (CE Listings) with information provided by various Quest CE teams, as well as information obtained via research, regarding changes/updates in regulatory rules and requirements (insurance and firm element courses)
- Provide administrative support to the Sales Executive Team, when requested

Required Skills – Education – Experience

- Bachelor's Degree in Communications, Business, or related field, preferred
- Two to three years of insurance and/or financial services industry experience, helpful
- Detailed oriented, organized, able to prioritize and manage multiple projects simultaneously
- Advanced working knowledge of Microsoft Office applications, to include Word, Excel, PowerPoint and Outlook
- Excellent interpersonal and communication skills, both written and verbal, to include a high level of writing, grammar and proofing skills
- Outstanding customer service skills – friendly, courteous and helpful
- Able to handle complaints in a positive manner, even when handling unpleasant customer call
- Attention to detail, customer service oriented, and creativity in problem-solving
- Self-manage work flows to meet and exceed Quest CE's service standards and department goals
- Ability to quickly learn new computer programs and apply a high-level of problem solving skills
- Independent, self-motivated, and able to work in a self-directed, fast paced team environment

Qualified and interested candidates are encouraged to send a resume to jobs@questce.com, Attention: Adam Krenke
