

Employment Opportunity

<u>Title:</u>	Customer Service Specialist
<u>Reports to:</u>	Manager of Content and Online Services
<u>Hours:</u>	Full-time with the ability to work flexible hours (hourly position)

Position Overview

The self-motivated Customer Service Specialist will join Quest CE's dedicated Online Services Team and report to the Manager of Content and Online, the Customer Service Support Specialist will provide high-quality customer to Quest CE students/clients who are accessing our online compliance management system, Renaissance, to complete their continuing education and/or compliance training requirements. The Customer Service Specialist 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. Additional administrative and clerical duties for the Content and Sales Teams are required. Expectations are high for this role and so are the rewards!

Company Overview

Quest CE is located on the western edge of Milwaukee, so we have the benefits of the city environment without the parking problems associated with a downtown firm. Parking is free as are the snacks, coffee and soda available to our team every day. We enjoy a casual work environment, while working with top technology systems. The collaborative team environment and our focus on work-life balance for our team members are some of the reasons we are on the 2018 list of Best and Brightest Places to work in Milwaukee, Fortune Magazine's Best Workplaces for Women, Entrepreneur Magazine's Annual 360 List of Well-Rounded Businesses for 2018, the GRC Innovation Award for one of our proprietary web-based technology platforms, to name but a few of our honors.

Seeking Candidates Who

- Are self-motivated, detail-oriented, organized, and able to prioritize and manage multiple projects and responsibilities
- Have experience working in a fast paced team environment
- Possess excellent interpersonal and communication skills, both written and verbal, and the ability to effectively communicate with clients (internal and external).
- Are able to quickly learn new computer programs and apply a high-level of problem-solving skills

Compensation and Benefits

- Competitive starting salary - \$38k, with annual salary reviews
- Full suite of benefits including health/dental/vision insurance, paid holidays and a generous PTO benefit, company-matched 401(k) plan, team focused events including Brewer outings and monthly themed "food days", a share in the company's profits, use of the corporate Milwaukee Zoo membership, and more.

Required Skills

- Bachelor's Degree in Communications or related field, preferred
- Two (2) years of applicable professional office experience
- Detailed oriented, organized, able to prioritize and manage multiple projects simultaneously
- Proven work experience with Microsoft Office applications, to include Word, Excel, PowerPoint and Outlook
- Excellent interpersonal and communication skills, both written and verbal – excellent grasp of spoken English
- Outstanding customer service skills – friendly, courteous and helpful.
- Able to handle complaints in a positive manner, even when handling unpleasant customer call

Qualified and interested candidates are encouraged to send a resume to jobs@questce.com attention Adam Krenke, Chief Operating Officer. Please visit our corporate website for more information on Quest CE.