

<b><u>TITLE:</u></b>	<b>Online Services Specialist I</b>
<b><u>REPORTS TO:</u></b>	<b>Manager of Client Services</b>
<b><u>HOURS:</u></b>	<b>Part-time, temporary position, with 25 hours scheduled per week (hourly position), with three to four months of work once hired</b>

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### **Position Overview**

The Online Services Specialist I will contribute Quest CE's Online Services Team and report directly to the Manager of Client Services. The Online Services Specialist I will provide high-quality customer service 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 customer requests for technical support, explain how to navigate the various sites used by Quest CE customers, and receive feedback in a professional and thorough manner. This position will be required to be in the office for all working hours.

### **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 inquires via phone or email regarding on-line enrollment directions, state CE requirements, etc.
- Uphold the Quest CE Service Standards as they relate to the position and the Online Services Team
- Process Online course completions via State DOI guidelines (insurance)
- Review all error reports regarding State rosters and correct, as needed
- Handle customer requests for technical support, explain how to navigate the various sites used by Quest CE customers, and receive feedback in a professional and thorough manner
- Help with the maintenance of the online course completion files

### **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
- Familiarity with Adobe (Photoshop, Captivate, Soundbooth, Acrobat) a plus
- Attention to detail, customer service oriented, and creativity in problem-solving
- 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