



The VFW Kansas City Office has a position opening as described.

DEPARTMENT: Member Services
JOB TITLE: Technical Support Representative
JOB LEVEL: 8A
STARTING SALARY: \$39,544, plus benefits

NATURE OF WORK:

Under general supervision, Technical Support Representatives will provide moderately complex technical support to end-users via email, phone, or other methods while guiding users through step-by-step solutions. Solutions include, but are not limited to, diagnosing and resolving end-user computer hardware and software issues, resolving end-user connectivity issues with VFW websites and services, and assisting with navigating around VFW website menus and usage of VFW website functions. Support will be provided by clearly communicating solutions in a user-friendly, professional manner. Representatives will perform related work as required. Exemplify VFW and Member Service Center Values in coordination with the What Great Looks Like (WGLL) standards.

TYPICAL DUTIES AND RESPONSIBILITIES:

Servicing Tasks

Provide outstanding telephone and email service that meets the member needs while striving to correct mistakes, if any, and work through situations within the standard of the WGLL and SOP.

Adhere to the high standard of the call quality checklist and advise supervisor of any issues or concerns.

Utilizing the VFW customer database (Aptify) to maintain membership records to include updating addresses, emails and phone numbers. Mark record accordingly when notification is received that member is deceased. Process transfers for annual and life members.

Communicates with Post Quartermasters, Department Quartermasters, and VFW members, both verbally and in writing, to clarify or resolve issues pertaining to monetary discrepancies and processing of payments.

Gather customer's information and determine the issue by evaluating and analyzing the symptoms; guiding client through corrective steps.

Interact with end-users to provide and process information in response to inquiries, concerns, and requests about products and services.

Accurately process and record call transactions using a computer and designated tracking software.

Organize ideas and communicate oral messages appropriate to listeners and situations.

NATIONAL HEADQUARTERS

WASHINGTON OFFICE

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Ability to speak and write clearly and accurately; proper phone etiquette.

General educational levels plus appropriate technical training.

Advanced knowledge of personal computers and their operating systems and programs such as Word, Excel, and Internet Explorer.

Advanced knowledge of handheld mobile devices such as tablets and smart phones, and the proper usage of such devices.

Knowledge of relevant Call Center software and equipment.

Directly related experience in this same or closely related field.

Willingness to co-operate with others and work to the greater good.

Multi-tasking capabilities.

SCOPE OF POSITION:

Reports to Technical Support Supervisor.

Position operates with procedures and activities clearly outlined. Typical problem solving includes computer and/or software issues, assisting end-users with web browser usage as it pertains to VFW websites and services, and understanding resolution procedures.

Typical contacts are with other Technical Support Representatives and end-users.

This position has minimal financial impact on the VFW.

This position has no process responsibility.

Provides service to VFW customers by receiving (by phone, fax or mail) orders for supply items. Assists phone, mail, email and fax customers.

WORKING CONDITIONS:

Position operates in a busy office environment with telephone and PC usage 92% of the time to input order information.

Light lifting (5-20 lbs.), during inventory, National Convention and assisting customer service with return packages.

Some overtime may be required during peak periods.

MAJOR ACCOUNTABILITIES:

Ensures Office Supervisor and Department Director are kept informed of matters concerning production results and any problems or concerns pertaining to performance of any Member Service Advisor.

Prepares for and attends National Convention.

Performs other duties as assigned by the Office Supervisor or Department Director. Makes end-users and their needs a primary focus of one's actions; developing and sustaining productive relationships.

Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences.

The above duties are general in nature and are not intended to reflect all of the duties that may be required of the incumbent.

CLOSING DATE: June 4, 2019

Please send inquires and resumes to Danielle Heinisch at Dheinisch@vfw.org.