



## Whizz Education U.S. Customer Support Agent

**Job Title:** Whizz Customer Support Agent (U.S.)

**Location:** Roanoke, Virginia

**Work Hours:** Monday through Friday; 10:00 am to 7:00 pm

**Background:**

Whizz Education is a provider of education software and services with a proven track record of serving students in a variety of cultural, geographic, and socioeconomic environments. Whizz is currently in use in 8 countries throughout the world, with content translated into at least 5 languages.

Whizz Education strives to be a true educational partner for our customers, and to support the growth and achievement of students everywhere. A key part of helping educators and students to achieve their educational goals is to offer a white-glove, world class experience for customers when it comes to services and support. In pursuit of this elite level of customer support, Whizz Education is choosing to create an independent customer support team in 2018-2019.

**Executive summary of the role:**

The Whizz Education Support Agent is responsible for providing world-class support to all Whizz customers- including parents/guardians, teachers, administration, and other school staff. The role of Whizz Support is one that is positively reactive- responding to incoming support requests in a way that is timely, professional, and solutions-oriented. Each agent is responsible for responding to asynchronous support requests that come in via email or webform as well as synchronous support requests that come in via phone or live chat/screen share (Whizz Assist). All support cases are tracked and documented to allow internal transparency to all Whizz staff and to analyze the progress and effectiveness of our support efforts.

In addition to managing all incoming support requests, the Whizz Support Agent has a group of important secondary responsibilities:

- Creating user help resources, including knowledge base articles, FAQs, and video tutorials
- Maintaining a self-service customer help site populated with user help resources
- Providing quality assurance (QA) review of new product content and features
- Other projects/tasks as needed to support Whizz internal teams and customers

The US Support Agent will be based in Roanoke, Virginia. Hours are 10:00 am-7:00 pm, Monday-Friday.

**Mission/ Opportunity the role seeks to address:**

The mission of the Support Agent role is to provide the highest level of customer support to our user-base in order to build relationships and promote high rates of customer retention.

## **Outcomes/KPIs:**

### Individual KPIs

- All support agents will maintain at least a 90% positive CSAT scores from phone, email, and Whizz Assist cases (derived from customer rating of their experience)
- All support agents will have KPI targets for number of customer help resources/articles created monthly
- All support agents will handle support cases (phone, email, Whizz Assist) according to our defined SLAs for timeframes

### Department KPIs

- The support team as a whole will maintain at least a 90% positive CSAT scores from phone, email, and Whizz Assist cases (derived from customer rating of their experience)
- The support team as a whole will maintain at least a 90% positive rating on articles/resources in the customer help site
- The support team will contribute to an overall company customer retention goals

## **Skill and attributes:**

- Strong written and verbal communication skills
- Ability to multi-task
- Dependability and punctuality
- Attention to detail
- Ability to meet deadlines
- Customer-service experience preferred
- Collaborative mindset/ability to work well within a team
- Willingness to work independently and apply critical thinking/problem solving skills to a variety of problems
- Experience/skill in the following
  - Microsoft Office (Word, Excel, PowerPoint)
  - Google Docs/Drive
  - Email
  - Salesforce
- Experience/skill OR ability to adapt quickly to the following
  - Live chat/screen sharing tools
  - Various Math(s)-Whizz products & dashboards
  - Video/audio recording and editing software