



Job Title: Customer Support Hero
Reports to: Customer Service Manager / Assistant Customer Service Manager

Position Overview:

We're looking for a dedicated and customer-focused team member to join us in this full-time role, providing end-user support via email, phone, and online screen-sharing sessions.

The ideal candidate thrives in a virtual but collaborative, earned-trust, team-oriented environment and is passionate about helping customers and contributing to team success. We value a solutions-driven mindset, eagerness to learn, and a proactive approach to challenges. If you take ownership of your work, can earn and keep trust with teammates, and enjoy making a positive impact, we'd love to hear from you!

Candidates must be flexible with scheduling and bring a positive, can-do attitude to the team.

Pacific Time (PT) residency is preferred, and we will consider candidates in other time zones who can align their availability with shift needs between the hours of 5 AM and 5 PM PT Monday through Friday, with the flexibility to work some weekends from 8 AM to 5 PM PT as needed. Shifts are 8 hours and will be assigned within this timeframe. This is an entry-level position, and all training and equipment will be provided. A stable and performative internet connection and a professionally quiet home workplace are required.

What We Look For:

- A passion for customer service and a strong desire to contribute to team success.
- A team-first mentality; collaborates, supports, and uplifts team members to achieve shared goals.
- A proactive problem-solver who takes initiative and embraces challenges with a solutions-focused mindset.
- Accountable to supervisors, teammates, and customers, and self-driven, capable of managing responsibilities with minimal supervision.
- Adaptability and flexibility, including availability for weekend shifts.
- An eager learner who approaches new tasks with curiosity and a positive attitude.
- Thrives in an environment where feedback is used for professional growth.
- Excited by innovation and evolving duties.
- A quiet and professional home working environment.
- Strong calendar management skills with the ability to schedule, prioritize, and stay organized to meet customer and team needs effectively.

Principal Duties and Responsibilities (Essential Functions):

- Serve as the first point of contact for managing Help Desk incidents, following scheduled times and escalation procedures.
- Act as the primary escalation point for weekday support inquiries.
- Provide coverage for Help Desk team members as needed, including some weekends.
- Conduct online screen-sharing sessions with customers to diagnose and resolve support issues.
- Assist in the development and maintenance of training materials for end users, as requested by the Customer Service Manager.
- Actively contribute to team success by supporting team members, taking initiative, and adapting to evolving priorities.
- Support Customer Service and Operations Projects as directed by the Customer Service Manager and Assistant Customer Service Manager.

Supervision Received:

Reports to the Customer Service Manager and receives daily supervision from the Assistant Customer Service Manager. Expected to operate with a high level of autonomy, accountability, and initiative while adhering to established processes and procedures.

Qualifications & Skills:

- Ability to follow company and department standards, established processes, and procedures with attention to detail and consistency.
- Ability to accurately summarize project details and status and identify questions/risks for escalation.
- Ability to take initiative, manage responsibilities independently, and hold oneself accountable.
- Strong problem-solving skills and ability to think creatively in assessing and solving customer challenges.
- Excellent communication skills, both written and verbal, to engage effectively with customers and team members.
- Understanding of or ability to learn the use of remote management tools (e.g., Zoom and Virtual Office Software).

Specialized Skills (Nice to Have)

- Experience with Google Suite
- Familiarity with Technical Troubleshooting.
- Familiarity with Microsoft Office, including Excel and Word.
- Familiarity with tools such as Monday.com, Ticket Management Platforms, Tableau, and Snagit.
- Familiarity with scrum methodologies.
- Prior experience in technical support or customer service is beneficial.
- Basic understanding of the Hospitality industry
- Experience with Remote Work.

Pay Range & Benefits

- \$21/Hour
- Asgard Software will provide all equipment to perform the job
- 10 days Paid Vacation and 8 days Sick time begin accruing after 90 day probation period
- Eligible to participate in company health/dental coverage – 100% premiums paid by company
- Eligible to participate in company Simple IRA (up to 3% company-matched)

How to Apply

If you're excited about this opportunity and believe you'd be a great fit, we'd love to hear from you!

To apply, please submit the following:

1. **Your Resume**- Highlight relevant experience and skills.
2. **A Cover Letter**- Share why you're interested in the role and how your skills align with this position.

Send your application to racuna@asgardsoftware.com with the subject line: "**Customer Support Hero Application – [Your Name]**".

We will review applications on a rolling basis and contact qualified candidates for the next steps. Thank you for your interest in joining our team!