



<b>Job Title:</b> Weekend Customer Support Hero
<b>Reports to:</b> 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, team-oriented environment and is passionate about helping customers and contributing to team success. We value a solution-driven mindset, eagerness to learn, and a proactive approach to challenges. If you enjoy making a positive impact, we'd love to hear from you!

This role requires Pacific Time (PT) residency and availability between 5 AM to 5 PM PT Monday to Friday, including every other weekend from 8 AM to 5 PM PT. Shifts are 8 hours and will be assigned within these timeframes. This is an entry-level position, and all training and necessary equipment will be provided. A stable and performative internet connection is 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, and self-driven, capable of managing responsibilities with minimal supervision.
- Adaptable and flexible, 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, and follow escalation procedures.
- Act as the primary escalation point for weekend support inquiries.
- Provide coverage for Help Desk team members as needed, including 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

**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.
- 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 necessary equipment to perform the job
- 10 days Paid Vacation and 8 days Sick time begin accruing after 90 day probation period
- Immediately eligible to participate in company health/dental coverage – 100% premiums paid by company
- Immediately 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](mailto:racuna@asgardsoftware.com) with the subject line: "**Weekend 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 the Asgard team!