



Customer Support Associate

Reports to Clinical Marketing Manager

Apply at lingraphica.com/careers

Objective:

The Customer Support Associate provides technical support for all Lingraphica products. This position serves as the main point of contact for our customers and internal employees when product issues arise. The Customer Support Associate is responsible for troubleshooting, identifying, and resolving issues or concerns to ensure our products are functioning properly for our customers. The Customer Support Associate provides end-user training on basic functionality of the speech-generating device product to patients and their caregivers who are device owners. This position is responsible for providing exceptional customer service in a timely manner.

Essential Duties & Responsibilities:

- Identify and provide a resolution for product issues our customers are experiencing
- Maintain an expert knowledge of our devices, web programs, and mobile applications
- Provide support from multiple sources including calls, online chats, scheduled appointments, emails, and internal customer requests
- Proactively follow up with customers to ensure their concerns are resolved
- Create and manage call schedules for customers who require appointments
- Document pertinent information of all calls and points of contact in our ticketing system
- Stay current with product developments, bugs and fixes, and other important changes to our products
- Act as a resource and provide technical support to Lingraphica internal customers when needed
- Understand and feel comfortable with remote support tools and technology
- Deliver scheduled training to new device owners

Other Duties & Responsibilities:

- Coordinate with Fulfillment team for shipping requests and device repair updates when necessary
- Collect and report on key metrics within the Customer Experience team

Skills & Competencies:

Technical Competencies:

- Hardware equipment and software (OS / Application) knowledge and computer literacy; Android, iOS, and Windows OS application support experience including navigation, installation, and troubleshooting
- A team mentality and willingness to support and help other members of the Customer Experience team
- The ability to assist individuals who may have limited or no technology understanding or experience
- Creative problem-solving mindset
- Self-motivated and directed

cont.



Customer Support Associate (cont.)

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Customer Service Competencies:

- Customer focus and active listening; maintain a calm and professional demeanor when dealing with customers
- Patience in all transactions and communications; a determination to support individuals with communication difficulties
- Ability to assist individuals who have aphasia and other speech/language challenges
- Positive professional attitude
- Empathy and compassion
- Understanding and solving problems
- Enthusiasm for continual learning
- Attention to details and quality
- Accountability and commitment
- Emotional intelligence
- Conflict resolution

Education & Certifications:

- Bachelor's Degree; preferred

Required Experience:

- 3-5 years of experience working with end users in a technical support role or related experience

Preferred Experience:

- Proficiency with HubSpot and Microsoft Excel/Word
- Engaging customers via an online chat tool
- Work experience within a healthcare environment
- Bi-lingual - Spanish

Location:

- Full Time
- Open to local (Princeton, NJ) and remote applicants
- Should have the ability to work remotely with occasional evening hours and flexible scheduling to accommodate customers in different time zones