

Customer Account Specialist (CAS) – Korea

Department: Customer Satisfaction
Group: Global Customer Support
Reports To: Mick Huang
Office Location: **Taiwan**

Basic Function

EBSCOhost databases and discovery technologies are the most-used, premium online information resources for tens of thousands of institutions worldwide, representing millions of end-users. *EBSCO Discovery Service™* (EDS) creates a unified, customized index of an institution's information resources, and an easy, yet powerful means of accessing all of that content from a single search box.

The **Customer Account Specialist (CAS)** is responsible for providing customer service and technical support to designated accounts with South Korea. The CAS is the frontline of support for EBSCO customers, serving to keep customers satisfied with their EBSCO products. When a customer has an issue, technical or otherwise, the CAS responds to the customer and resolves the issue when possible or directs to the appropriate team. The CAS also advocates on behalf of the customer for product improvements.

Fluency in **English and Korean** is essential.

Primary Responsibilities

- Provide support to a designated group of customers where you are responsible for retention and customer satisfaction
- Provide first line diagnostic/troubleshooting support and technical expertise via phone and email to ensure customer satisfaction
- Make proactive contact with customers on regular basis.
- Communicate upcoming product releases to customers
- Advocate on behalf of your customers for issues, enhancements and defects.
- Provide virtual training as necessary.
- Act as liaison between customer and internal groups as necessary.
- Ensure all customer communication and activities are logged in a CRM system
- Follow up with customers as necessary to ensure their issues have been resolved.
- Generate FAQ's for our customer knowledge base.
- Understand products serviced and systems used.
- Conduct independent research in order to find solutions to customer problems
- Troubleshoot and resolve specific product related issues while maximizing customer satisfaction

Required Qualifications

- Fluency in written and spoken English and Korean.
- Working knowledge of web applications, linking, URL configuration, authentication, API, etc.
- Attention to detail and accuracy of work.
- Ability to perform to expected standard under pressure.
- Literacy and numeracy skills.
- Understanding of supporting online products and/or computers.

- Responsive and quick to learn and update knowledge.

Preferred Qualifications

- B.S. in Computer Science, Library Science, or a related field.
- Minimum two (2) years of progressive experience in Technical Support and/or Project Management
- Experience with either online research systems (e.g. EBSCOhost), Integrated Library Systems (ILS), Institutional Repositories, or other closely related web applications and/or library technology products.
- With background in HTML, PHP and JavaScript development.
- Ability to clearly and concisely communicate technical support responses over the telephone, and in written correspondence with clients and to different management levels and departments within organizations.
- Ability to multi-task and work independently is critical, while maintaining team involvement and meeting deadlines and deliverables. Extremely organized, detail oriented, and accurate; with strong problem solving and analytical skills.
- Effectively utilize customer support skills to maintain a positive working relationship between sales, its customers and partners
- Demonstrate positive customer support skills validated by maintaining a high level of customer satisfaction