Technical Support Specialist

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Company: Rently

Location: kolkata

Category: other-general

About Us:Rently is revolutionizing the way renters tour a home! Since 2011, Rently has powered over 15 million renter self-tours for over 3500 real estate operators. Rently's technology allows renters to securely check into a vacant property that uses our smart lockbox, smart home, and smart lock technology with a unique one-time access code. Rently is an ISO 27001 and PIMS 27701 Certified Organization.About the role:The Technical Support Specialist is responsible for providing technical assistance to customers,installers and residents. To be successful, the TSM 1 must have an in-depth knowledge ofcompany products, services, partner integrations, client business practices and possesseffective communication skills with a genuine desire to understand the client's technical needsand provide value through actionable processes. TSM 1 should have knowledge of IoT devices,employ agile thinking to solve problems and provide meaningful insights into the daily technicalissues of our clients.Responsibilities:● Field escalation calls, tickets, chats, email, and/or other communication from users with inquiries regarding smart home devices, connectivity, software, and similar concerns.● Overtakes call center communications when intervention to solve a problem escalated issues● Submit Salesforce cases to escalate issues that require external escalations● Partner closely with other cross-functional team members to translate business needs and product requirements into new solutions for customers.● Provide a high level of actionable insight and data analysis to provide value for our customers.● Partners with TSM 2 to identify and solve higher level issues● Guides users through diagnostic and troubleshooting processes, which may include use of software and/or following verbal instructions.● Participate in all team meetings and

provide process enhancement feedback while evangelizing the culture and spirit of teamwork.● Demonstrates an increasing level of knowledge and comprehension of Rently products and integrations.● Accurately documents and updates client records, support notes and interactions (Salesforce, ZenDesk, Dialpad, Confluence, etc).●Ensures compliance with Rently best practices while following established policies and proceduresConsistently meets OKRs and KPIs as communicated by your manager.Required Skillsets:● Previous experience in a client-facing or account management role ● Experience with Salesforce (or other comparable CRMs), support, ticketing software systems and best practices. ● Strong analytical and problem-solving skills. ● Proven ability to work in a fast paced, team centered work environment ● Partners with TSS 2 to identify and solve higher level issues ● Technical aptitude and ability to identify alternative solutions to customer issues. ● Ability to handle multiple, critical, high priority issues with a sense of urgency . ● Proficiency with Google Suite Products. ● Excellent communication– verbal, written, interpersonal with strong active listening skills. ● Detail-oriented and dependable, with a positive and inquisitive attitude. ● Ability to multitask, prioritize, and collaborate ● Exhibit a high degree of self-motivation, drive and a proactive nature. Hours: Operating in US hoursBe ready to work on night shifts and during weekends based on the work scheduleProfessional Commitment:Being a product based company we heavily invest in developing functional/ technology/ leadership skill sets in our team members. So candidates who are willing to commit to a minimum of 2 years need to apply.

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