

**Global DMS is seeking a Technical Support Representative.** This customer-focused role will answer incoming client inquiries in a fast paced and client focused environment.

This position will be responsible for identifying, troubleshooting, researching and resolving technical product inquiries for clients. Technical Support Representative is also responsible for educating clients on how to use different functions of the system both remotely and in-person and to forward inquiries for additional functionality to the appropriate department.

**Summary of Essential Position Functions:**

- ▲ Field incoming customer inquiries and technical issues both via telephone and online chat
- ▲ Answer calls within three rings
- ▲ Set-up clients in the system
- ▲ Continually stay abreast of Global DMS' products and services due to the frequency of enhancements
- ▲ Provide timely and accurate responses to customer technical inquiries
- ▲ Provide timely responses for incident handling
- ▲ Monitor voicemail messages and return calls promptly
- ▲ Maintain professionalism and use business phone etiquette at all times, diffusing irate customers as needed
- ▲ Offer suggestions on how the product can fit in the clients existing process.
- ▲ Reproduce problems and submit detailed product defect reports for resolution
- ▲ Identify issues for escalation to the development team and document appropriately
- ▲ Conduct on-site and on-line client training sessions – generally 2 or 3 one hour sessions over separate days
- ▲ Update client once per business day while an issue is open.
- ▲ Communicate the resolution of the issue upon closing the issue
- ▲ Interface with the Development and Sales staff as appropriate
- ▲ Monitor personal queue and document calls and online inquiries in the Salesforce database
- ▲ Special projects and other duties as assigned

**Organizational Competencies:** All positions in the organization will possess these competencies:

- ▲ **Client Focused:** Is dedicated to meeting the expectations and requirements of internal and external clients/stakeholders
- ▲ **Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed

**Position Competencies:** To perform this position successfully, an individual should demonstrate the following competencies:

- ▲ **Communication Skills:** Organizes and presents ideas and information in a professional, clear, concise manner, either written or verbally; edits works for spelling and grammar.

- ▲ **Customer Service:** Manages difficult or emotional customer situations; responds promptly to customer needs; solicits feedback to improve service; responds to requests for service and assistance; meets commitments.
- ▲ **Dependability:** Follow instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to time when needed to reach goals; completes task in a timely manner or notifies individual with an alternate plan.
- ▲ **Initiative:** Demonstrates willingness to perform needed tasks without being directed; has willingness to learn new skills and enhance products and services.
- ▲ **Interpersonal Skills:** Maintains confidentiality; remains open to others' ideas and tries new things; speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; varies writing style to meet needs.
- ▲ **Problem Solving:** Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- ▲ **Quality:** Pays attention to detail; generates work that is up to expected standards of performance, and is accurate, neat, orderly, complete and reliable.
- ▲ **Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- ▲ **Technical Skills:** Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

**Qualifications:** To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Education and/or Experience:**

- ▲ Bachelors of Science degree required, Computer Science degree preferred
- ▲ Experience in the mortgage industry a plus
- ▲ Strong customer service and interpersonal skills maintaining professionalism with clients at all times
- ▲ Professionalism, and the ability to manage difficult or emotional customer situations
- ▲ Excellent oral and written communication skills
- ▲ Attention to detail and good organizational skills
- ▲ Self-directed and motivated, with ability to work independently, as well as collaboratively in a team environment
- ▲ Willingness to travel domestically
- ▲ Demonstrated ability to learn quickly and operate under tight deadlines
- ▲ Experience speaking in front of large groups of people preferred
- ▲ Time management skills

#### **Technical/Computer Skills:**

- ▲ Proficiency in MS Office products - Outlook, Word and Excel
- ▲ Knowledge of Programming and Microsoft technologies, specifically ASP.NET and VB.NET a plus
- ▲ Familiarity with multiple web browsers, including Internet Explorer, Firefox, Chrome and Safari

## About Global DMS

Founded in 1999 and headquartered in Lansdale, Pennsylvania, Global DMS is the mortgage industry's preeminent provider of commercial and residential real estate valuation solutions catering to lenders, servicers, AMCs, appraisers and other real estate entities. The Company's solution set is cost effectively delivered on a software-as-service (SaaS) transactional basis that ensures compliance adherence, reduces costs, increases efficiencies and expedites the entire real estate appraisal process. The company's solutions include its eTrac valuation management platform, eTrac WebForms, Global Kinex, AVMs and the MISMO Appraisal Review System (MARS). For more information, visit the Company's web site at [www.globaldms.com](http://www.globaldms.com) or call [\(877\) 866-2747](tel:8778662747).

Interested candidates should send a resume via email to: [hr@globaldms.com](mailto:hr@globaldms.com). Candidates should clearly indicate in the subject line of the email the position they are applying for.

Global DMS is an equal opportunity employer.