

# Technical Support Specialist/Customer Service

**Classification:**

Non Exempt

**Reports to:**

Director, MLS Technology

**Supervises:**

None

**Position Summary:**

This position is primarily responsible for providing technical support to the general membership, assisting staff with computer support and equipment maintenance. This position is also responsible for operating phone and voicemail system by performing the following duties.

**Responsibilities:**

- Provides technical support to general membership via phone, email, and personal interaction
- Assist with the administration for Arizona Real Estate License testing
- Assists with maintenance of existing MLS system configurations and lists
- Administrative duties as assigned
- Performs other duties as assigned by the MLS Vice President

**Key Requirements:**

- Ability to read, write and comprehend simple instructions
- Ability to learn MLS software and related products/services
- Detail oriented and work effectively under pressure
- Friendly, courteous service oriented and flexible
- Effective written and oral communication skills

**Key Characteristics:**

- Positive attitude and professional demeanor
- Strong customer service skills
- Prefers working within a team environment; supports co-workers as needed
- Knowledge of internet software and Microsoft software (Word, Excel)

**Work Environment:**

This is a drug free workplace. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This is largely a sedentary role; however, some

filing is required. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary.

**Required Education and Experience:**

- Associated degree or equivalent of two-year College or technical school : or
- 6 months to one year related experience and/or training

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Compensation:**

Competitive salary and benefits commensurate with qualifications.

This job description does not constitute a written or implied contract of employment for any particular term.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_