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| **Title:** | *Tier 1 Support Specialist* | **Date:** | *Date of Posting* |
| **Reports to:**  | Customer Service Manager  | **FLSA Classification:**  | Non-Exempt |
| **Department:** | Customer Service- Wiscasset ME | **Pay Range:** | $17-$-21 |

***Job Summary:***

Cunningham Security, an established company that offers customizable and unique commercial and residential security solutions, is seeking an experienced Customer Support Specialist in our Wiscasset office.

The Tier 1 Support Specialists are responsible for, but are not limited to, answering phone calls, monitoring and responding to customer emails in a timely manner and researching/answering customer inquiries.

***Duties & Responsibilities:***

1. Answer incoming customer calls.
2. Follow up with customers as needed.
3. Review daily alarm activity reports.
4. Basic alarm system troubleshooting.

***Required Skills & Abilities:***

* + High attention to detail.
	+ Ability to multi-task and switch gears quickly throughout the day without losing details.
	+ A positive attitude and excellent communication skills are essential
	+ Ability to develop solutions for customers through phone/email communications
	+ Customer service experience, phone experience is a plus
	+ Microsoft suite experience and ability to learn our CRM System

***Education & Experience:***

* High School or Equivalent

***Physical Requirements:***

* Prolonged periods sitting at a desk and working on a computer.
* Must be able to lift up to 15 pounds at a time.

***Schedule:***

* Monday- Friday 8am-5pm

***Benefits:***

* Short & Long-Term Disability
* Medical/Dental
* Vision Plan
* Paid Time Off
* Retirement Plan

***An Equal Opportunity Employer***

*We do not discriminate based on race, color, religion, national origin, sex, age, disability, genetic information, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors.*

***Signatures - This job description has been approved by:***

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

Hiring Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_