

## Customer Support Analyst, Part Time



Phone :

Web :

### Job Summary

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Vacancy :

Deadline : Aug 04, 2024

Published : Jul 04, 2024

Employment Status : Part Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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FloSports is a world-class sports media company strategically positioned to be the essential destination for passionate sports fans, delighting them with live event coverage, breaking news, highlights, stats, rankings, and team and player profiles. We are growing Our Sports every day by continuing to invest in our ever-expanding ecosystem, which consists of over a dozen sport verticals and hundreds of streaming partners. FloSports is creating the home for sports like hockey, track & field, racing, grappling, wrestling, cheer and more, and we are looking for innovative and passionate people like you to help us!

### THE ROLE:

The role of the Customer Support Analyst is the front-line resource supporting customer success. A key part of the role is ensuring the effective triage of all inbound client issues across product lines, resolving in real time, and escalating larger issues within the Customer Support team.

### RESPONSIBILITIES:

- Be the primary resource for answering inbound calls and triage to appropriate resolutions
- Be the primary line of communication for incoming support tickets via phone, email, web submissions and chat
- Troubleshoot customer and partner issues and resolve in real time
- Log customer support calls and emails in our support portal to track all customer issues
- Follow up on unresolved customer tickets
- Promote an environment of delivering accurate information quickly to customers and partners
- Escalate any bugs or issues related to our products to the Team Lead on shift or Manager, Customer Support
- Work with Global Partnership Managers and SOC to ensure accurate information and expectations are being met for events, HockeyTV or AHLTV customers
- Provide guidance to partners on admin tools, general platform usage and syndication
- Troubleshoot and test our HockeyTV and AHLTV app using various devices and OTT Apps

### PROCESSES:

When requested, work with the Team Lead and/or Manager, Customer Support to:

- ☒ Adjust processes that require modification
- ☒ Document process changes for future reference and review
- ☒ Recommend improvements to workflow to gain efficiencies
- ☒ Make recommendations to improve response time and customer experience

### SHIFT EXPECTATIONS:

- ☒ Shifts will rotate and will include days, evenings, weekends and holidays. Shifts will vary based on requirements and streaming schedules
- ☒ Attend weekly customer support meetings
- ☒ Other duties as assigned

### REPORTING:

- On a day-to-day basis, reporting will be through the Team Lead
- Overall report to Manager, Customer Support

### OUR COMMITMENT TO DIVERSITY:

At FloSports, we are bonded by our passion for sports and our purpose to unite communities around experiences that finally give underserved sports the love they deserve. We recognize the need to build a company that seeks out, embraces, and celebrates our individual differences, ideas, and talent. FloSports is committed to the pursuit of a fair, equal and inclusive workplace where everyone is given the opportunity to grow to their fullest potential.

### OUR BENEFITS:

- Recognized three years in a row as a Top Workplace by the Austin-American Statesman
- Flexibility at work - you can take control of your profession and personal schedule
- All-hands events hosted twice a year in beautiful Austin, Texas
- Annual equity awards for all top performers
- Competitive and comprehensive medical, dental and vision plans
- Peace of mind through company-paid short-term disability, long-term disability and life insurance
- Generous 401(K) company match vested immediately
- Progressive parental leave policies
- Unlimited paid time off
- Hack-a-thons and a full calendar of team-building and social events
- Free laundry service for all positions that require travel
- Company donation to youth teams and leagues that our employees coach
- Stocked snack bar, catered lunch and breakfast tacos every week

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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