



Customer Experience Lead Representative

Customer Experience Lead Representative – Full Time (remote available)

ABOUT US

Akademos provides higher education institutions with a full-service online platform to manage course materials, from monitoring adoptions and compliance to purchasing textbooks to measuring utilization. We give school administrators a single platform to streamline course adoptions and meet compliance regulations. For students, the platform simplifies the purchasing and access of materials through a personalized portal that connects with school SIS, LMS, and payment systems.

WHY US

As a rapidly growing company with a mission to help reduce the cost of education for students, we take pride in the value we bring to our schools, and we believe that it all begins with the value we place on our employees.

Akademos employees are excited and energized by change. We use our knowledge to quickly solve today's problems while thinking innovatively how to make processes better for the future. We have the highest levels of trust, respect, and dignity towards our work and each other. We prize innovation and creative thinking, and expect everyone to engage beyond their day-to-day responsibilities. We are committed to a creative, fun, and respectful environment where we can help Akademos grow in its mission together and achieve personal individual growth as well.

We offer a comprehensive list of benefits including: paid time off, medical, dental, and vision coverage, short and long-term disability, life insurance, 401(k), healthcare spending and reimbursement accounts, Employee Assistance Program, paid parental leave, and other workplace and wellness perks.

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state, or local protected class.

ABOUT THE JOB

We are looking for a Customer Experience Lead Representative to manage customer queries and complaints, process orders, modifications, and escalate issues across a number of communication channels. Success in this role requires the ability to remain calm when customers are frustrated and have experience working with computers.

- Maintain a positive, empathetic, and professional attitude toward customers at all times
- Respond promptly to customer inquiries
- Communicate with customers through phone and email
- Acknowledge and resolve customer complaints

- Develop deep knowledge of Akademos systems and processes so that you can answer any questions
- Process orders, forms, applications, and requests
- Keep records of customer interactions, transactions, comments, and complaints in our ticketing system
- Communicate and coordinate with colleagues as necessary
- Provide feedback on the efficiency of the customer service process
- Manage a team of junior customer service representatives
- Ensure customer satisfaction and provide professional customer support

ABOUT YOU

- Ability to stay calm when customers are stressed or upset
- Comfortable using computers
- Experience working with customer support
- Excellent written and oral communication skills
- Ability to track issues through to resolution
- Ability to advocate for the customer and alert when policy doesn't align
- High school diploma, general education degree, or equivalent

Position type: Full time; local or remote positions available

Travel: Little to none

To Apply: Visit the Akademos website (<https://info.akademos.com/apply>) and fill out all the fields. To be considered for this job, a cover letter must be submitted including a brief description (1-2 sentences) about why you are interested in working with us at Akademos.