Entry-Level Full-Time Customer Service Representative

Location: Pleasanton, CA
Job Code: 977
# of openings: 1

Description

Nolo, the nation’s leading provider of self-help legal, business and consumer information, is looking for a full-time, customer-oriented person to join our small but close-knit Customer Service team. Nolo makes the law more accessible to everyone by providing legal information on the web, in books, in software, with a Lawyer Directory, and with online applications.

We are looking for someone who will be responsible for phone customer service, order processing, and product/technical support for individuals. Tasks include heavy phones and heavy data entry in our internal customer service and technical/product support departments. Accuracy is a must! While this position is considered entry-level, the applicant will have to “hit the ground running”. We are looking to start this position as soon as possible. If you are interested, please send your resume today!

Responsibilities:
- Respond to phone, internet, fax, email, and mailed inquiries via Salesforce CRM regarding Nolo orders, products, services, and Nolo overall in a professional and service-oriented manner.
- Assist customers with using Nolo software, books, downloads, Lawyer Directory, and online applications.
- Troubleshoot and diagnose software application issues.
-Accurately process and resolve order problems in Magento database program and other proprietary systems.

-Assist in template maintenance of Salesforce CRM.

-File, fax, and email various input and output documents as required.

-Interact verbally and in writing with vendors and Nolo staff in a professional, service-oriented manner.

-Ensure that established policies and procedures are followed.

-Assist Service & Support Management, as needed.

Qualifications:

-Minimum two years of product/technical support or customer service experience preferred.

-Professional and strong customer service-oriented telephone skills.

-Windows, basic Microsoft Word, and basic Microsoft Excel proficient. Familiarity with Mac's is a plus.

-Excellent and accurate data entry skills (10-key by touch and 50 words per minute).

-Strong analytical and problem-solving abilities.

-Ability to assist customers in solving basic math problems.

-Ability to be patient while delivering quality customer service to those not tech-oriented.

-Ability to deal effectively with sensitive and high stress situations.

-Must be a team player with excellent written and verbal communication skills.

-Ability to prioritize multiple and sometimes competing deadlines and communicate with supervisors and colleagues regarding their project deadlines.

-Software support experience a plus.

Please submit resumes to:

http://ch.tbe.taleo.net/CH05/ats/careers/requisition.jsp?org=CARSDIRECT&cws=2&rid=977

Check us out!  www.nolo.com and www.internetbrands.com

About Us:
Nolo, a wholly owned subsidiary of Internet Brands, is the integration of some of the Internet’s first legal sites, including Nolo.com, Divorcenet.com and AllLaw.com. These sites were combined with the ExpertHub technology platform in 2011 to form the Nolo Network.

Nolo began publishing do-it-yourself legal guides in 1971. In the 40 years since its founding, Nolo has evolved with technology, developing do-it-yourself software and building Nolo.com into one of the Internet’s leading legal websites. Learn more about Nolo’s history.

ExpertHub was founded in 2008 with the goal of helping solo practitioners and small law firms build their practice through the Internet. In 2010, Internet Brands acquired ExpertHub. In 2010, Internet Brands added six leading niche sites to the ExpertHub platform, including Divorcenet.com, AllLaw.com, and DisabilitySecrets.com.

About Internet Brands, Inc.:
Internet Brands (www.internetbrands.com) is an innovative online media company that operates media, community, and e-commerce websites in consumer categories including automotive, health, shopping, and travel. We also create and license leading social media software and applications.

Internet Brands’ network of 200+ websites reaches more than 90 million unique visitors each month. Our network is ranked one of the Top 50 most popular web properties on the Internet by comScore. Our Automotive and Home portfolios rank in the Top 5 most-visited properties in their respective categories as ranked by comScore, and our websites have received dozens of awards from publications including Time Magazine, MSNBC, PC World, and Forbes.