

# YAHOO! CUSTOMER CARE

## JOB DESCRIPTION

Position Title: Customer Care Case Manager  
Department: Customer Care  
Reports To: Customer Care Operations Supervisor

### **Position Summary:**

The Case Manager (CM) is responsible for providing world-class service to Yahoo! Customers by resolving customer inquiries through multiple contact channels, including phone and chat. The successful representative will address and resolve customer inquiries to ensure first contact resolution. Additionally, the representative is responsible for making every customer interaction count through a relationship building consultative servicing approach that involves identifying opportunities to make every customer successful.

The CM should have high levels of discretion, with experience in handling highly sensitive material and should be well organized with the ability to work independently in a dynamic, fast-paced environment, multi-task, prioritize workload and should have solid decision making skills. They will be required to consistently contribute ideas to further improve Customer Care and our customers' experience with Yahoo!.

### **Primary Responsibilities:**

- Provide world-class service to all Yahoo! Customers in a customer centric environment
- Successfully resolve complex customer e-mail and telephone inquiries through the use of multiple customer support tools
- Assisting customers with inquiries while providing consultative support and recommendations
- Document in detail all interactions with customers
- Effectively articulate complex information to a variety of technical and non technical customers
- Educate customers on products and help customers to be successful
- Identify and evaluate opportunities to increase customer retention and satisfaction through the use of up/cross selling products and services
- Successfully performs against department scorecard metrics including Quality Assurance, Average Handle Time, and Customer Satisfaction Rating

### **Qualifications and Skills:**

- World-class customer service focus and interpersonal skills with superior verbal and written communication skills
- 2-3 years previous success in call center service, or internet company
- Proven ability to communicate complex technical problems in "customer friendly" language

- Consistent record of outstanding quality assurance scores
- Exceptional interpersonal skills and commitment to customer satisfaction
- Proven ability to work in a high paced, nimble, and fluid work environment
- Demonstrate superior troubleshooting skills with hardware and software applications in a PC/Mac environment, ability to think outside of the box and find creative ways to solve customer problems
- A working understanding of e-commerce principles and support elements
- Solid decision making skills
- Must demonstrate effective oral and written communication skills and the ability to work cooperatively with internal and external business partners
- Proven ability to work independently in a fast-paced environment
- Intermediate knowledge of Microsoft Office suite
- Well organized with the ability to multi-task and prioritize workload
- Schedule flexibility
- Bachelor's Degree or equivalent experience required

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