



Job Description

Title: Tier 1 Support Representative

Reports to: Tier 1 Support Supervisor

Status: Non-exempt

Rev Date: 9/8/2011

Position Summary

This position is responsible for providing exceptional service to our clients with friendly, efficient and helpful customer support related to use of AutoClerk's Property Management System and peripheral software. Will determine if additional Tier 2 Technical support will be required to assist client and ensure they are connected to technical support for further assistance.

Duties and Responsibilities:

- Identify the various hotel user needs as they relate to the AutoClerk program, and ascertain the best possible solution.
- Use various technological resources to assist hotel staff when they have difficulties with their AutoClerk system, and do so in a manner that minimizes operational impact to the property.
- Report software bugs to AutoClerk's QA department
- Support and help implement internal process and procedure improvements as directed by Executive Management.
- Quality Assurance (QA) bench testing of new versions of AutoClerk software.
- Report client issues to Tier One Supervisor.
- Attend scheduled departmental meetings.
- Additional roles and responsibilities as needed.

Skills and Experience:

- High School Diploma required
- Must be very computer savvy
- At least three years of extensive experience with AutoClerk
- Experience training others in AutoClerk is helpful
- Minimum of five years in the hotel industry with emphasis in all shifts of front desk operations
- Must be a positive representative and excellent support resource



- Ability to successfully and responsibly troubleshoot client issues in using the program
- Prior participation in training hotel staff and management in the use of the program.
- Flexibility in regards to working hours
- Strong communication skills, both written and verbal, including the ability to speak in front of a group and to recognize one's own limitations and ask for assistance
- Reliable and dependable

Preferred

- Five or more years experience with AutoClerk
- Can demonstrate extensive computer knowledge, including hardware, networks, and the Windows Operating System
- Double entry or hotel accounting, as well as previous training experience with any application besides AutoClerk
- Can convey knowledge with all aspects of the program, including and not limited to: groups, allotments, use of reports for strategic thinking, accounts receivable, rate management, configuration, cash handling, and an understanding of credit card utilities and night audit.