

## **SiteLock Needs Customer Service Agents**

SiteLock is the Global Leader in business website security and is the **only** web security solution to offer complete, cloud-based website protection. We find and fix threats, prevent future attacks, accelerate website performance and meet PCI compliance standards for businesses of all sizes (basically like Batman if Gotham City was the internet). Our mission is to protect every website on the internet (yes, we know that's a colossal goal, but we are THAT good), that's why we need talented people like yourself to join our ever-growing team!

### **That's Nice, But What's The Job?**

As a Customer Service Representative, you will deliver a world-class customer experience including customer support, on-boarding, and retention. This position will be a key link for SiteLock to our users and voice of the customer and directly responsible for ensuring a positive, productive customer experience. In addition...

- Serve as the dedicated go-to contact and ensure that our customers have an outstanding experience
- Handle and solve requests by phone, email, chat, or tickets including onboarding, billing and retention (anything the customer needs)
- Foster a positive, success-oriented culture with focus on customer delight
- Develops and maintains positive customer relations and coordinates with other departments within the company to ensure customer requests and questions are handled appropriately and in a timely manner
- Utilizes appropriate resource materials to effectively and accurately interpret, respond and resolve customer inquiries and problems
- Monitor customer issues and requests and advocate internally
- Identify customer-reported issues and manage resolution using our CRM system
- Ensure correct usage of our CRM

### **What Are We Looking For?**

- Aligns with The SiteLock Way
- 2+ Years in customer success, customer service or customer experience
- Bachelor's degree in relevant field or equivalent work experience
- Strong verbal and written communication skills
- Strong negotiation skills

- Strong organization and time management skills to balance between inbound and outbound priorities
- Demonstrated ability to multi-task with high priority varying projects
- Operates efficiently under pressure
- Skilled in all aspects of the customer lifecycle, from onboarding to everything in between
- Strong verbal and written communication skills
- Detail oriented with exceptional problem-solving abilities
- Demonstrated proficiency in MS Office products

### **Anything else? Absolutely.**

SiteLock was recently awarded the Best of Cool award for our great culture by BestCompaniesAZ and are one of the Best Places to Work as awarded by Arizona Business Journal. Essentially, we offer a relaxed, friendly, fun and upbeat environment since we work here too! SiteLock is also the Fastest Growing Software Company in Arizona two years in a row per Deloitte's Fast 500, and we aren't slowing down anytime soon!

### **So What About The Perks? Perks Matter.**

- **Medical, Dental and Vision.** SiteLock pays a nice chunk of your premiums to keep the cost as low as possible for our employees.
- **15 days of PTO and 7 paid Holidays.** Because who doesn't love time off?
- **Benefits like 401(k), company paid life insurance, short and long-term disability.**
- **Casual Dress.** Come dressed in jeans (you'll fit right in with the rest of us).
- **Game Room.** Gimme a break – no, not a Kit Kat ad but we do have a ping-pong table, shuffle board and PlayStation if you ever need a break in your day.
- **Wellness Program.** We want our employees to be the best versions of themselves. That's why we offer a Wellness Program that includes an in-house Fitness coach, back massages, allergy testing, biometric screenings and much more!
- **Growth opportunities.** When we grow... our people grow! Our plan is to double in size by 2021. In order to do that, we need to develop our team members and foster their knowledge in cyber security and business.