



Client Support Associate

Job Summary

Client Support Associates are responsible for assisting and educating our customers using a variety of portals including phone, web and chat. Customer inquiries are related to both software and hardware, account management, installation and best practices relating to our product and industry. We are excited to offer employment in a fun office environment that includes a strong culture that rewards performance.

Responsibilities

- Rapidly respond to incoming customer inquiries, focusing on quality and customer satisfaction.
- Clear and thorough documentation of customer interactions.
- Support customer inquiries:
 - Hardware
 - Software
 - Wireless communications
- Account set up:
 - Provision
 - Map
 - Testing
- Account Management:
 - Account clean-up
 - Online orders
 - OTAP (Over-the-Air-Programming)
- Proactive daily checks on account performance, system quality, and customer satisfaction
- Research and prepare detailed service escalations to second level
- Review, manage and follow up on open issues
- Perform other duties as assigned

Client Support Associate



Skills, Knowledge and Experience

The ideal candidate should possess excellent written and verbal business communication abilities with demonstrated analytical and problem-solving skills. In this environment work volume quickly fluctuates and a high degree of organization with focus to detail is critical for achieving success in this position.

- Bachelor's Degree or equivalent experience in a customer solution environment, Refrigeration and/or technology related fields
- 1-2 yrs of Client Support and/or Help Desk experience

Preferred Skills

- 1-2 yrs experience troubleshooting hardware and/or software, either remotely or onsite
- Experience working with Mobile Communications
- Experience working in a Client Support facing position
- Diesel or HVAC Mechanic training or knowledge is a huge plus

Location

North Fulton, GA

About Cooltrax

Cooltrax is an industry leading technology company, its services enable industries across the cold chain to become more valuable to their customers by providing leading edge technology to capture, monitor and report real-time temperatures in trailers, storage, in-store and at the product level. The Company serves transportation, warehouses and retail customers with a wide variety of products and services.

The challenges of transporting refrigerated freight are significant. Dynamic factors such as driver behavior, trailer condition, distance to travel, and external ambient weather conditions can cause problems for products as they are transported. Transportation and fleet managers can use the Cooltrax monitoring solutions to improve operational performance through enhanced reefer management and gives them the power to react on a proactive basis to save temperature sensitive loads.

As product moves throughout the cold chain, inevitably they will pass through a cold storage facility, large amounts of product are often at risk. Cooltrax provides temperature monitoring and management to ensure correct temperatures are maintained. Dynamic alerts or active monitoring via Cooltrax web dashboard give customers advance warning allowing time to take corrective action. Historical data can be utilized to optimize facility efficiency and costs which could translates into substantial cost savings.

For retailers, ensuring that the product will have the maximum shelf life is extremely important. There are many dynamic variables that can adversely impact the product. Cooltrax actively provides temperature monitoring over a wireless network to ensure temperatures are within acceptable tolerances and create alerts when certain unfavorable conditions exist. The Cooltrax solution provides temperature data which can lead to shelf life maximization, better purchasing decisions and prevent spoiling.

Cooltrax customers reap significant benefits including gainer greater business intelligence, increased product and food safety, waste reduction, increased employee productivity and better asset utilization.

For more information, visit www.cooltrax.com.