Employee Type: Full-time

Title: Web Tech Customer Support Specialist

Company: SafeGard Travel Medicine

Work Location: Home Office/Pullman, WA area preferred

Summary of Duties:

This position will perform a variety of professional support functions within SafeGard Travel Medicine. The incumbent will be responsible for customer website assistance, from the start of the registration, travel form and travel report process; supporting customers, including assisting with filling out travel forms, transferring forms, phone calls; and web chat support.

The position will require the ability to exercise independent judgment in interpreting customer needs; utilizing technical knowledge in websites and databases; and work professionally with a team of physicians and nurses.

Monthly Salary: 3,750

Required Qualifications: Website, Database and IT support experience with Customer Service/Helpdesk skills

Preferred Requirements: MS Office Products, Surveys, Database reporting

Open Date 2/5/2020

Open Until Filled: Yes

Screening of applications will begin February 12, 2020, and continue until the position has been filled.

Applicants must attach the following documents to their online application: 1) resume and 2) cover letter.

Application materials should clearly communicate how the applicant meets all required qualifications and additional requirements.

Applicants are required to include contact information for at least three (3) professional references in the application.