

**Position Description**

Job Title: Digital Support Associate

Job Grade: 6

Department: Customer Support & Development

Reports To: Dir. Of Digital Curriculum and  
Dir. Of Administrative Operations

Revision Date: 11/1/2021

Status: Hourly

**Position Summary**

Provides information, account management, instruction, technical assistance, and training to support digital and non-digital customers by performing the following duties.

**Position Essential Functions**

- Receive inbound and make outbound calls responding efficiently to customer questions regarding print and digital art textbooks, Discussions4Learning, Davis Art Images and SchoolArts materials including: assisting customers with sample selections, upsell products to customers, creating proposals, order processing, and digital samples and any issues arise with their accounts, including password reset.
- Respond to Davis Digital Support tickets.
- Collaborate with the Dir. Of Digital Curriculum and Digital Support Coordinator on short and long-term projects relating to Davis Digital, including development and implementation of new digital features, resolving technical or product issues, and resolving customer problems or complaints.
- Conduct webinar trainings to instruct digital customers on how to use Davis Digital, answer any questions about the platform, and communicate best practices.
- Assists Digital Support Coordinator with digital customer account set-up, including creating district and user accounts, setting up purchases, and initiating contact with customers to help them get started with Davis Digital. Assist district Administrators with their Davis Digital system set up by adding and dropping users and assigning the correct purchased products to each account.
- Provide on-going support and follow-up to Davis Digital customers and Administrators for the length of their license including troubleshooting issues with operating systems, firewalls, etc., for digital customers, and resolving any questions or issues that arise with their accounts via phone, email and webinars.
- Support the National Sales Manager, Sales Representatives and Consultants with their needs including, but not limited to, sample requests, proposals, promotional materials, presentation assistance, distributing lead information, and adoption and non-adoption sales support, including creating review accounts, setting up Davis Digital samples, and providing technical assistance in a prompt, efficient, and timely manner.

- Maintain CRM database. Enter requests for catalogs and textbooks sample/order information into CRM database and accounting system promptly. Log into CRM database any literature requests and customer information, comments, complaints, etc.
- Interact with CS & D Managers, National Sales Manager, Marketing, Accounting, Shipping and other departments as needed to resolve representative and customer issues, concerns, and school returns.
- Insure proper order processing, fulfillment, shipping and billing of all orders.
- Other duties as assigned.

#### **Hiring Requirements**

- High School Diploma
- At least one year of Customer Service or related experience

#### **Competencies**

- Self-motivated, able to set daily priorities, work independently and consistently, and stay on task.
- Strong technology skills, ability to work with multiple devices and systems
- Strong verbal and written communication skills
- Strong problem analysis and problem-solving skills
- Strong organizational skills
- Strong customer service skills: good listening skills, assertiveness, accountability and a positive attitude
- Adaptability and ability to work under pressure
- Ability to work within a team and collaborate with others.

Position Title: Digital Support Associate				
Physical & Environmental Requirements	RARELY (15%)	OCCASIONAL (15% - 40%)	FREQUENT (40% - 70%)	CONTINUOUS (Over 70%)
Lifting under 40 lbs.		X		
Lifting over 40 lbs.	X			
Dusty Environment	X			
Cramped Quarters	X			
Using Oil or Chemicals	X			
Standing		X		
Climbing Ladders	X			
Uneven Surfaces	X			
Exposure to Fumes/ Odors	X			
Exposure to Heat / Cold Temps	X			
Working Inside and Outside	X			
Climbing Stairs		X		
Sedentary Work			X	
Typing / Data Entry/ Computer				X
Stooping		X		
Driving	X			
Walking		X		
Walk on Wet, Uneven, Slippery Surfaces	X			
Potential Exposure to Infectious Diseases	X			
Protective Equipment Required	X			
Phone Communications			X	
Bending		X		
Twisting Neck		X		
Bending at Waist		X		
Crawling		X		
Working in Confined Space	X			
Repetitive Movement: Hand, Arms				X
Reaching below shoulder height		X		
Reaching above shoulder height		X		
Simple grasping 1 or both hands				
Repetitive movement: foot	X			
Fine manipulation 1 or both hands		X		
Kneeling		X		
Driving			X	
Hearing	X			
Operating Moving Equipment (Fork Lift, Tractors, Movers, etc.)		X		
Reaching/Pulling/Pushing	X			
Acuity, Far – Clarity of vision at 20 feet or more			X	
Acuity, Near – Clarity of vision at 20 inches or less				X

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Physical & Environmental Requirements	RARELY (15%)	OCCASIONAL (15% - 40%)	FREQUENT (40% - 70%)	CONTINUOUS (Over 70%)
Depth Perception – Three-dimensional vision. Ability to judge distances and space relationships.		X		
Field of Vision – Area that can be seen up and down or to right or left while fixed on a point.	X			
Accommodation – Adjustment of eye to bring object into sharp focus- Important for near point work.			x	
Color Vision – Ability to identify and distinguish colors.	X			
Communications Oral			X	
Communication Written			X	
Mechanical Concepts	X			
Interpreting Skills		X		
Implementing				
Evaluating	X			
Organizing			X	
Consulting	X			
Analyzing			X	
Presenting	X			
Supervising	X			
Ability to Deal With:				
• Stressful situations	X			
• Trauma, grief, death	X			
• Public Contact	X			
Decision Making		X		
Work with Others			X	
Work Alone			X	
Concentration			X	
Comprehend and follow instructions			X	
Relate to Others			X	
Influence Others	X			
Perform complex or varied tasks		X		
<b>Additional Comments:</b>				