

## **TITLE: Validation Specialist Tier 1**

Department: Support and Validation

Reports to: Technical Support Manager

### **JOB SUMMARY:**

This position is responsible for the day-to-day handling of validation phone calls and tickets/e-mails of Comodo's customer base. This includes assisting customers with verification of their SSL certificates by researching customer organizations and verifying organization contact details online. Answer pre-sales and customer inquiries via phone, email, and live chat. Other duties as assigned.

Main responsibilities will include working closely with Comodo's customer base and sales department.

The successful candidate must have the ability to thrive in a start-up environment while applying their existing skill sets and training to increase their knowledge base. Shift work Monday thru Friday including holidays.

### **ESSENTIAL FUNCTIONS:**

Validation Specialist Tier 1

- Handle day-to-day activities associated with maintaining Comodo's customer base.
- Assist customers with the verification of organizational details and contact information.
- Independently resolve customer **support** issues and escalate cases when appropriate
- Attention to detail and patience for user questions.

Technical Skills

- Ability to work with in-house validation and order management tools.
- Knowledge of Windows and Office products
- Experience with information security products. (antivirus, spamfilter, email encryption, etc.)

### **QUALIFICATIONS:**

The ideal candidate will have demonstrated skills consisting of 1-2+ years of customer support / help desk experience. Strong communication and organization skills, with attention to detail and must be able to multi-task. Superior customer service and phone mannerism is required to handle support of Comodo's customer base.

- Bachelors or college degree in business and/or technical related field or equivalent experience preferred.
- Experience working with large accounts.
- Knowledge of corporate environment.
- Knowledge of LPI products and services, including policies and procedures.
- Computer literacy skills must include use of e-mail, databases and word processing applications.
- Excellent interpersonal and organizational skills.
- Possess qualities such as integrity, fair mindedness, and a persuasive, congenial personality.
- Excellent verbal and written communication skills.

### **COMPENSATION:**

TBD

Position: Business Validation Specialist

Description: Comodo CA is currently seeking individuals for a Business Validation Specialist position. We are currently seeking full-time candidates. Ideal candidates are self-motivated, have good attention to detail, and are problem solvers.

Responsibilities: Report to Validation Manager. Research customer organizations and verify organization contact details online. Answer pre-sales and customer inquiries via phone, email, and live chat. Other duties as assigned.

About You: You are comfortable working on a computer on a daily basis and conversing over the phone and through email. You are extremely comfortable searching for information online. You are detail-oriented. You are self-motivated, manage your time well, and get things done. You do not need much handholding or supervision to be productive. You are a quick learner and work well with others, regardless of their position of authority.