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We know that access to the right tools and information at the right time can change lives. At APH, our job is to break down barriers and empower students, families, adults, and educators, creating a future that belongs to everyone.

Located in Louisville KY, we manufacture and distribute products and services for people who are blind or low vision, including braille large type books and educational aids.

We’re not just looking forward to an accessible future-we’re making it happen every day. And, with the latest technology, we think the future has never been brighter for people who are blind or have vision loss. Come join us.

“*We embrace and value access, belonging, inclusion, diversity, and equity.  Women and Minorities, along with Veterans and others who are members of a protected class, or who may need a workplace accommodation, are encouraged to apply.”*

# Customer Technical Support – Monarch

This role supports the Customer Experience team by providing Monarch technical support to APH customers and potential customers. The call center is open Monday through Friday from 8:00 A.M. – 8:00 P.M.

**Monarch:** What is the Monarch? The Monarch is a radically inclusive multiline braille device that renders tactile graphics integrated with braille on the first-of-its-kind 10-line by 32-cell refreshable braille display. With access to downloadable digital textbooks and APH’s Tactile Graphics Image Library (TGIL), the Monarch drastically reduces time to fingertips for users who are blind and low vision. In Monarch, educational resources are readily available, cutting down on the need for specialized materials and additional classroom expenses. Time that would have been spent adapting lesson plans and creating materials is dramatically decreased, allowing educators to focus on what truly matters – teaching. With over 2000 graphics in the TGIL and connection to a variety of online libraries, students can take control of their learning journey, exploring concepts and ideas with newfound freedom.

And the Monarch isn’t just a braille display – it’s a graphing calculator, a library, a brailler, and so much more! It represents a shift toward an inclusive landscape, breaking down barriers and paving the way for a future where every individual can enjoy equal access to information.

**Location:**

This position allows for a hybrid work schedule for those who live in Louisville, Kentucky; it can be remote for those who live outside of Louisville, Kentucky.

# Compensation and Benefits

$19.96/hour – $24.49/hour | Salary is negotiable depending on experience.

**Benefits:**

* Health Insurance covered at 80% for employees – plans include family planning benefits
* HSA Plan and FSA Plan – both include company contribution!
* Competitive Dental and Vision Plans
* Health and Well-being initiatives
* 4 weeks PTO
* 11 Paid Holidays
* 401(k) Plans with company match and immediate vesting
* Company provided Short Term Disability
* Basic Life Insurance at no cost to employees
* Voluntary Life Insurance with Accidental Death and Disability
* Educational Assistance and Professional Development Opportunities
* Optional Hybrid Work Schedule for approved positions only
* Public Service Loan Forgiveness Employer

# Essential Duties and Tasks

* Provide Levels 1 and 2 Monarch technical and product via email, phone, and other support avenues.
* Guide users through the APH website and ecommerce platform, offering seamless navigation assistance.
* Utilize remote diagnostics to troubleshoot common device malfunctions, facilitating returns or repair processes with ease.
* Serve as a liaison between customers and partner manufacturers, collaborating with Product Managers for advanced troubleshooting and technical assistance.
* Conduct thorough research and documentation of customer issues to enrich our Customer Experience knowledge base.
* Maintain strict adherence to accessibility standards in all communications with APH customers.
* Commit to continuous learning, staying abreast of developments in the APH product line and enhancing professional skills.
* Act as a positive ambassador for the APH brand, fostering strong relationships with customers in every interaction.
* Provide back-up support to the APH Technical Support Team (as needed).
* Conduct 1-on-1 or multi-user webinars, trainings, or conversations about the Monarch.
* Complete other duties as assigned.

# Minimum Qualifications – Experience – Training

* Associate’s degree in Assistive Technology-related fields.
* 3+ years’ relevant experience, including at least 1 year of experience in Customer Service.

A combination of education, training, and experience may be substituted when competency in the role is demonstrated. Reasonable accommodation may be provided for those who are able to perform the essential duties of the job.

**Specialized Skills and Knowledge:**

* Knowledge of reading and writing Braille required.
* Proficiency in refreshable braille displays and braille note takers, with additional preference for familiarity with Keysoft applications.
* Experience leading technical trainings via webinar or via phone call.
* Exceptional oral and written communication skills, coupled with strong organizational abilities.
* Detail-oriented approach with the ability to manage multiple tasks and prioritize effectively.
* Intermediate proficiency in Microsoft Office suite of products. Experience with Salesforce CRM preferred.
* Capacity to empathize with individuals across diverse age groups and situations.
* Demonstrated ability to work independently and collaboratively in support of departmental goals.

# How to Apply

**Internal Candidates:** APH employees may apply for open positions after completing six (6) months of active service in their current position in a satisfactory manner and notifying your immediate supervisor.

Login to Paycom, click on “Job Opportunities” under “Company Information”, and scroll to find the position.

**External Candidates:** [Apply here](https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=150582&clientkey=37466F7380F198CC901A032728F0ABA7).

If you have trouble accessing the application through Paycom, please contact Ryan Ward at rward@aph.org.

**APH IS A DRUG FREE WORKPLACE. An offer of employment is conditioned upon successfully passing a drug screening test.**