

CUSTOMER SUPPORT SPECIALIST:

Status:	Fulltime	PTO:	15 days
Reporting to:	Customer Success Manager	Location:	Remote-US

Overview

We provide public sector software solutions that support critical community services. Our software provides accounting, payroll, utility billing, and speciality software unique to government. We are looking for an individual to join our Customer Success Team who is searching for an opportunity to grow and expand their career horizon. We offer a great work environment, competitive salary, benefits, and an opportunity to be part of the company's success. We need highly engaged people who are quick learners, enjoy a challenge and have the drive to provide outstanding support and memorable training.

Our specialists are responsible for creating an unforgettable client experience with responsibility for day-to-day client interaction and support by utilizing excellent in-depth knowledge of company products and programs. Close interaction with the Development group is required. They are directly responsible for determining client needs and making sure that client satisfaction exceeds their expectation. Candidate will work with the Client Success Manager to be part of the best client service team in the industry. Drug and background testing are required prior to employment.

Client Success Specialist Duties:

- Monitor queues to ensure on-time resolution and high levels of client satisfaction.
- Development and maintain in-depth working product knowledge and processes.
- Responds to client inquiries and problem solve in a professional and effective fashion.
- Acts as a resource in resolving client issues brought to the team.
- Provide training to existing and new customers and support the successful product launch.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep detailed records of customer interactions.
- Help build an internal and external client facing FAQ and Knowledge base articles.
- Operate within performance standards to exceed service goals of company.

Skills/Qualifications:

- Minimum of 2 years' experience in customer support/business analysis role.
- Knowledge and/or experience in accounting fundamentals (fund accounting preferred).
- Superior client relationship and communication skills with the ability to build trust.
- Proven ability to handle stressful situations, multiple tasks, and deadline pressures.
- Ability to think critically, understand clients underlying needs, and align products or integrated solutions for client consideration.
- Strong problem-solving skills with the demonstrated ability to identify, research and make decisions based on complex customer problems.
- Experience training or presenting data and information to clients in both formal and informal settings in a professional, clear manner.
- Works collaboratively with others to maintain productive and supportive working relationship.