

Job Description

Product Support Specialist

What You Will Do

- Advise our Customers through the process of implementing the ExecVision platform
- Troubleshoot multiple incoming requests through phone and email, and provide helpful details for issue resolution
- Be responsible for knowing how to assist customers through our Tier 1 integrations
- An experienced professional who can assist and guide customers through the challenges that comes with installing new technology
- A person based in or near Arlington, VA – being in the office as a team matters
- Someone who shatters deadlines; we don't mess around

What You Bring

- Collaborate with team members ensure seamless customer experience across multiple teams
- Calm and collected when dealing with multiple escalated issues
- A Customer Service advocate that cares about the customer experience and journey
- You have a passion for learning new concepts
- You believe in the strength of collaboration and exude passion for your team

Skills

- Familiarity with Salesforce.com is a plus
- Excellent written and verbal communications skills
- Positive attitude, team oriented, social, and fun to work with
- Feels empowered to help solve escalated issues
- Technically minded and love keeping up with the latest technology
- You are flexible and adaptable to change
- You are able to multitask at a very high level and maintain multiple deadlines
- You have proficiency in Microsoft Outlook, Word, and Excel

This is a full time position in our Arlington, VA office, located in the Rosslyn area, overlooking Georgetown (DC) and the Potomac waterfront. All full time employees are eligible for our exceptional benefits program, which includes 401k contributions, full health/dental vision coverage, paid time off, as well as happy hours, sporting events, and other social, cultural, and philanthropic outings.