



Job Description: Technical Customer Support

About the Company: 360Facility is a leading provider of “Software as a Service” (SaaS) Facility Management and IT Help Desk software. 360Facility is committed to excellence, respect, integrity, and open communication. We are seeking team members who possess similar values and want to be part of a fast growing company.

Job Overview: Position will assist in various Customer Support and Account Management functions targeted at technical support, customer satisfaction initiatives, maximizing our customer’s use of 360Facility, and growing the business through inside sales.

Reports to: Director of Account Management

Responsibilities:

- Providing Tier 1 and Tier 2 technical support to customers on functionality questions and bugs.
- Providing supplemental training and leading the implementation of new modules for existing customers.
- Assist with preparing Customer Surveys, Results Analysis, Action Plans, and Action Items.
- Assist with preparing Newsletters, Announcements, and Marketing Materials.
- Assist with preparing and coordinating User Group Meetings, Training Programs, and Webinars.
- Maintaining a customer contact database and Emergency Notification Program.
- Assist with preparing and maintaining monthly account reports and metrics.
- Assist project managers with various project implementation functions as needed.
- Maintain current, accurate, and complete files and documentation of procedures.
- Organize and prioritize work to accommodate department deadlines and manager’s needs.
- Promotes personal growth and development by staying abreast of new policies and procedures and product enhancements.
- Other assigned duties as required.

Requirements:

- Education/Certifications or equivalent required: BS degree in Information Technology, Marketing, Communications, Business, English, Engineering, Architecture, Design, or Facilities Management.
- 2+ years experience in Software Customer Support role.
- Excellent verbal and listening communication skills – will have direct customer contact.
- Excellent written communication skills.
- Ability to train end users to use software.
- Proficiency in MS Word, Excel and using the Internet.
- Demonstrated ability to multi-task, prioritize, schedule and organize work: perform under tight deadlines and adapt to changing priorities. Excellent organization skills.
- Excellent interpersonal skills including patience, flexibility, consideration, discretion, tact, confidence, self-reliance, initiative, adaptability and effectiveness in dealing with people.
- Ability to take initiative and work independently.



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Ideal, but not required:

- Customer Support experience
- Use of HTML
- Marketing experience
- Understanding of business processes and key issues related to facility / property management
- Experience working in a consulting environment providing clients with implementation services
- Able to travel periodically

Closing Statement:

We offer an excellent compensation and benefits package as well as a real opportunity for career growth in a growing organization. 360Facility is an Equal Opportunity/Affirmative Action Employer

If you meet the requirements and feel you are qualified please contact mbechtel@360facility.com.