



## Software Support Representative

**Location:** Arlington, TX is preferred, but remote is an option as well

**Permanent, Direct Hire**

### The Company

Constellation Dealership Software companies, Ideal, c-Systems and Charter, have developed the largest database of dealership transactional sales, inventory position and task completion information in the Outdoor Power Equipment (OPE) market.

### The Job

We are seeking someone for our Arlington, Texas office to help provide customer support for our dealership management system (including accounting) software products. [Open to remote].

The Software Support Representative will demonstrate expert knowledge of our software products to be able to respond to customer questions on usage and troubleshoot issues via telephone and/or email. This individual will need to be able to manage and triage numerous tasks at the same time while providing excellent customer support. Successful candidates must have a passion for accounting, strong work ethic, excellent problem-solving skills, and a passion for helping people.

### Responsibilities

- Acquire in-depth knowledge of various company software products and modules.
- Be an Accounting expert on our software (journal entries, financial reporting, reversing transactions, reconciliations, etc.)
- Develop an understanding of the customer's business and the business processes products support
- Answer incoming emails/calls from customers in order to resolve issues immediately or to track issues to ensure follow up later if more information is needed
- Assist with testing and duplicating unknown software and hardware problems reported from the customer base, and troubleshoot the issue(s) at hand
- Assist other support team members to make follow up calls regarding customer problems
- Take ownership of each communication with the customer, ensuring follow up communication is made as needed
- Complete special projects and tasks as assigned by the Support Manager

### Profile of a Successful Candidate:

- 2+ years of customer service experience. Software support experience would be an asset.
- Bookkeeping experience or knowledge
- Working with QuickBooks, Peachtree or a Business Management System with Accounting would be an asset
- Experience working at an Outdoor Power Equipment or Agricultural dealership would be an asset.
- Ability to develop a strong knowledge of software products and service offerings and ability to troubleshoot to resolve customer inquiries
- Proven track record of working with customers via telephone to build relationships and ascertain concerns and provide guidance with respect to questions or issues
- Willingness to interact with customers in a professional, productive manner that enhances customers' experience.
- Strong organizational skills to interact with multiple customers over the course of the day

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.