



Software Support Representative

Location: remote opportunity

Permanent, Direct Hire

The Job

We are seeking a Software Support Representative to help provide customer support for our dealership management system (including accounting) software products.

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.