

EqualLevel

B2B eCommerce Customer Support Specialist

We are seeking a talented and ambitious professional with expert level in Procure-to-Pay (P2P) software integration, communication, presentation, and project management skills to join our growing team. In this role, your responsibilities will be:

Responsibilities

- Provide professional, accurate and timely initial response to EqualLevel customers who submit inquiries via email, phone or chat by leveraging the internal knowledge base and FAQs.
- Support customers and end clients on answering questions, track issues or problem reports into our help desk tool and coordinate with the technical and services team to resolve.
- Escalate and collaborate on customer reported issues or inquiries to the technical or services team as needed.
- Track customer reported requests and issues to closure within an acceptable timeline.
- Track response time, resolution time and customer satisfaction rate to ensure overall customer satisfaction.
- Provide support to the Product Integration team on monitoring transactions and maintaining connections to external systems.
- Coordinate with the Product Management team on customer change requests, including bug fixes, improvement requests, and new feature requests.
- Contribute towards building and enhancing internal and customer facing knowledge base documentation and FAQs.

Requirements

- Bachelor's degree in Computer Science, Engineering, Math or Business.
- At least 1 year of experience working in supporting software as a service (SaaS) solution or IT Products.
- At least 2 years of experience in an external customer facing role supporting clients via phone, chat, or email.
- Exceptional analytical, critical thinking, and troubleshooting skills. Ability to take on a task and formulate a plan of approach.
- Ability to thoroughly document solution requirements and formulate testing approaches.
- Proficient with Google Apps and/or MS Office suite.
- Excellent verbal and written communication skills to be able to interface with customers directly.

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Nice to have

- ERP (SAP, Oracle, Tyler, Frontline, NetSuite, etc.) and/or eProcurement software support experience.
- Understanding of Software Development Life Cycle (SDLC) or Agile methodology.
- Understanding of Procurement Life Cycle.
- Experience with Atlassian JIRA and Confluence or a similar tool.

Email résumé to info@equallevel.com to apply.



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