Client Success Team Member

Position Summary

The Integra Group is seeking a highly motivated and skilled professional to join the team of a rapidly growing software company that provides software products and custom software services in multiple industries throughout the United States, Canada, and Australia.

Position Duties and Requirements

This position requires broad set of skills including good organizational and interpersonal skills. Excellent communication skills are necessary as this position requires working directly with clients to understand their needs and working with other members of the team to bring solutions to successful completion. This position requires an appreciation for details, taking full ownership of tasks, and an ability to take them to full conclusion in a timely manner with minimal assistance. Specific duties will include:

- BOSS® Client User Support – Assist clients as necessary in trouble shooting various challenges they encounter during use of our software. This entails determining if the situation is a training opportunity, a software configuration issue, enhancement need, or bug. Listening and carefully documenting the details is essential in solving these situations in the best and most timely manner. This is particularly critical for items escalated to the software engineering staff. The Client Success Team member will have the ability to launch a web meeting to share screens and exchange control with the client user to quickly resolve the situation.

- Software Product Documentation – Create and maintain BOSS® user guides, videos, and other documentation to assist clients in understanding software use and best practices.

- Software Product Training – Provide user training through specific client targeted training and/or BOSS® University events that include multiple clients. This training can also be delivered via web conference, such as, our BOSS® Deep Dive sessions.

- "Well Check" calls or visits with Clients – Provide call or on-site consulting visits with clients to understand how they are currently using the software, how they might more effectively use the software, and document potential improvements in the software.

- Software Testing – Each new release of our software is tested for quality assurance and usability. The Client Success Team needs to make sure the software functions as designed in addition to providing feedback for improvement from a "user perspective" to make sure that the new features are as easy to use and intuitive, so the software will be easily adopted in our user community.

- Software Release Documentation – Each time a software release is delivered, we provide software release notes describing the changes or new features and provide follow up communications with the clients to make sure the release notes were understood and distributed to the appropriate parties.

- Invoice Review for Integra Finance Team – Since Client Success Team personnel work directly with the Clients, they have the best understanding of Client expectations, and if our invoices reflect what they would expect. Therefore, they may be asked to verify invoices prior to sending them to the client.

Compensation / Benefits

- Competitive salary commensurate with experience
- Health, Dental and Disability Insurance
- SIMPLE retirement plan (similar to 401K) with company matching
- HSA – Health Saving Account
- Paid time off (vacation and holidays)
- Flexible working hours
- Fun, business casual atmosphere