

Customer Support Specialist

THE ROLE

(2 positions available)

The Customer Support Specialist provides a wide range of sales and support functions to Telmetrics prospective and current Customers and the Account Management team. The role requires a highly motivated, self-starter that works independently as well as part of a team. The ability to cultivate strong Customer relationships via phone contact is essential. Multi-tasking and flexibility to handle frequently changing priorities is required. Primary tasks include: Lead Management, Customer Onboarding Processes, Customer Support, Account Management Team Support, and General Administrative Assistance.

Main components of the position will include:

- Customer Onboarding and Training
- Lead Management
- Customer Support
- Account Management Team Support
- Administrative Assistance

KEY RESPONSIBILITIES

- Develop, maintain, and articulate a strong understanding of the Telmetrics' platform and feature-set
- Demonstrate competence in presenting Telmetrics solution set using available materials (demo, video, slides) via web conference tools
- Establish relationships with varying levels of buyers and key decision makers within prospective accounts
- Coordinate follow up contact, calls, and identify client touch points
- Prepare standard quotations and proposal information, as needed
- Work with other departments to create and finalize sales fulfillment requirements
- Research, develop and further qualify sales leads to turn them into qualified opportunities and ensure a smooth transition to the Account Directors
- Create and manage profiles of prospects and customers in CRM (Salesforce); Work closely with the Sales and Marketing teams to identify opportunities to improve the offering and positioning of the service for prospects

REQUIREMENTS

- Experience: 2+ years' experience in a client facing sales support position (inbound & outbound) within a SaaS/Technology/Digital Media software industry or equivalent
- Education: Degree / Diploma in Business, Marketing (digital), Commerce is desirable.
- Excellent verbal and written communication skills with a proven ability to confidently explain technical and business concepts via phone and e-mail
- Ability to adapt their communication style to the targeted audience and develop strong relationships.
- Confident, outgoing, with a strong Customer Service orientation.
- Competitive and results driven.
- Self-motivated within a Team environment.
- Software Skills: CRM and Lead Generation (ex.Hubspot) & MS Office
- The ideal candidate brings customer support and business development experience including strong customer relationship and administrative skills. Excellent oral and written communication skills are essential.
- The ability to multi-task and to continually work with many interruptions is essential.
- This role has numerous contacts both inside and outside the company. The ideal candidate must be comfortable interacting with a variety of people, including: Telmetrics customers, Telmetrics sales staff, prospective customers, engineers and other business professionals.

To qualify for this position, your resume must reflect sufficient experience and/or education, to perform the duties for which you are applying. Your resume is a key in evaluating your experience as it relates to this position. Therefore, we encourage you to be clear and specific when describing your work experience.

Telmetrics is an equal opportunity employer and welcomes applications from all interested parties. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005; Telmetrics will provide accommodations throughout the recruitment and selection process to applicants with disabilities. If selected to participate in the recruitment process, please inform the Telmetrics' Human Resources department of the nature of any accommodation(s) that you may require. We thank you for your interest, however, only those candidates selected for an interview will be contacted.

No agencies please.

For more information about Telmetrics, visit our website at www.telmetrics.com