

Client Technical Support Specialist



Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 06, 2024

Published : Jul 06, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Meet Benevity

Benevity is the way the world does good, providing companies (and their employees) with technology to take social action on the issues they care about. Through giving, volunteering, grantmaking, employee resource groups and micro-actions, we help most of the Fortune 100 brands build better cultures and use their power for good. We're also one of the first B Corporations in Canada, meaning we're as committed to purpose as we are to profits. We have people working all over the world, including Canada, Spain, Switzerland, the United Kingdom, the United States and more!

As a Client Technical Support Specialist at Benevity, your mission is to ensure our clients can leverage our platform to its fullest potential through technical expertise, troubleshooting and configuration support. This role is essential for maintaining our leading edge in client satisfaction and technological advancement in the social impact space.

What you'll do:

- Act as the primary contact for enterprise clients needing technical support with Benevity's software, including troubleshooting, configurations, and optimizing features
- Assist clients through intricate technical setups, ensuring smooth integration of Benevity's products into their existing systems and workflows
- Perform detailed analysis of client issues to pinpoint underlying causes and collaborate with internal teams to develop and implement effective resolutions
- Provide proactive recommendations on system configurations and enhancements to boost client program success and operational efficiency
- Keep thorough records of client interactions, technical issues, and resolutions to enhance the collective knowledge base for future support
- Collaborate with the product development team, channeling client feedback to influence future product features and functionalities tailored to client needs

What you'll bring:

- xperience: 1-2 years in a Client Support or Account Management role, with a proven track record of supporting enterprise-level (i.e. Fortune 100) clients in a technical and configuration capacity
- Client-Centric: Possess a relentless dedication to delivering quality results for clients, demonstrating strong analytical skills to understand and articulate both client needs and solutions
- Communication Mastery: Exceptional written and verbal communication skills, with the ability to effectively convey complex information in a clear and concise manner
- Problem Solver: A critical thinker with a knack for identifying both macro and micro-level solutions that enhance client support and Benevity's offerings
- Technical Proficiency: Comfortable with technology, eager to question and investigate, with foundational knowledge in web content management. Additional technical skills are highly regarded
- Growth Mindset: An insatiable appetite for learning, improvement, and innovation, always seeking to elevate your expertise and contribute to Benevity's evolving success
- Professionalism and Flexibility: High standards of professionalism, with a balanced approach to process adherence and adaptability in a dynamic environment
- Results-Driven: A proactive and resourceful individual who is committed to delivering on promises and fostering lasting relationships through exceptional performance
- Team Collaboration: A motivated self-starter who excels in both independent and collaborative team settings, influencing outcomes through strong relationships, expertise, and data-driven insights
- Desirable: Experience with B2B SaaS software, passion for non-profits, and knowledge in community investment and employee workplace giving programs

Discover your purpose at work

We're not employees, we're Benevity-ites. From all locations, backgrounds and walks of life, who deserve more ...

Innovative work. Growth opportunities. Caring co-workers. And a chance to do work that fills us with a sense of purpose.

If the idea of working on tech that helps people do good in the world lights you up ... If you want a career where you're valued for who you are and challenged to see who you can become ...

It's time to join Benevity. We're so excited to meet you.

Where we work

At Benevity, we have developed a Community First approach that we design our people's experience around with goals to build a strong community and culture, achieve stellar execution of our business goals and social mandate, and ensure Benevity-ites thrive. For those who live within a reasonable commuting distance to an office, we can split our time working in the office and from home to optimize the opportunities of both, with the requirement that we spend at least 50% of the time in the office.

Join a company where DEIB isn't a buzzword

Diversity, equity, inclusion and belonging are part of Benevity's DNA. You'll see the impact of our massive investment in DEIB daily — from our well-supported employee resources groups to the exceptional diversity on our leadership and tech teams.

We know that diverse backgrounds, experiences, skills and passions are what move our business and our people forward, so we're committed to creating a culture of belonging with equal opportunities for everyone to shine.

That starts with a fair and accessible hiring process. *If you want to feel seen, heard and celebrated, you belong at Benevity.*

Candidates with disabilities who may require accommodations throughout the hiring or assessment process are encouraged to reach out to accommodations@benevity.com.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
