

Client Technical Support Specialist



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 14, 2024

Published : Jun 14, 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!

The Dedicated Client Technical Support Specialist provides advanced, personalized support to client administrators by leveraging in-depth knowledge of the Spark Product and Benevity's processes, alongside the specific details of the client's program. This role demands expertise in both the client's program and the Spark Product, ensuring effective collaboration with internal teams for high-quality, timely support tailored to client administrators' needs.

As an excellent communicator, this specialist collaborates closely with Client Success Managers, other technical support members, Project Managers, and various internal teams to deliver optimal outcomes for our clients and Benevity. With a talent for problem-solving, the specialist quickly identifies and communicates effective solutions, prioritizing consistent communication with client administrators to meet their needs effectively.

Building strong, trusting relationships with clients is fundamental, highlighting the specialist's role in providing a superior tier 2 support experience that our client administrators value.

What you'll do:

- Play a key role in maintaining Benevity's top-tier client success standards
- Enable clients to fully leverage Benevity's product suite for successful outcomes
- Continuously develop expertise in Benevity's offerings
- Establish strong connections with client administrators
- Assist clients with reporting, configuration, product features, and process inquiries to support strategic objectives and program growth
- Support clients in daily program management and adapt to changes or new feature adoption
- Utilize knowledge of Benevity's products and processes for scalable, efficient solutions
- Identify trends in client requests to enhance Benevity's processes and products
- Foster positive relationships with both external and internal stakeholders for prompt, quality resolutions

What you'll bring:

- 3+ years in Client Support, Technical Support, or Account Management
- Strong communication and analytical skills, adept at synthesizing and articulating key points
- Exceptional written, verbal, and phone communication skills
- Client-focused with a dedication to quality outcomes
- Success-driven with a clear vision and organizational skills
- Proficient problem solver with a knack for process improvement
- Analytical, with an eye for both big picture and details
- Technically adept, willing to investigate and resolve challenges
- Familiarity with Access databases
- HTML knowledge is a plus
- Growth mindset, eager to learn and improve
- Professional, upholding high standards and timely project completion
- Flexible, knows when to adapt processes
- Results-oriented, resourceful, and committed to promises
- Positive, can-do attitude, adaptable to a fast-paced environment
- Motivated self-starter, effective independently and in teams
- Influential through relationships, expertise, and data
- Experience with B2B SaaS, technology, and a passion for nonprofits
- Background in community investment and employee giving programs beneficial
- Multi-lingual candidates are valued

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
