

Customer Success Coordinator

eSENTIRE

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Phone :

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Job Summary

Vacancy :

Deadline : Jul 04, 2024

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

eSentire, Inc. is the Authority in Managed Detection and Response, protecting the critical data and applications of 2000+ organizations in 80+ countries, across 35 industries from known and unknown cyber threats.

Founded in 2001, the company's mission is to hunt, investigate and stop cyber threats before they become business-disrupting events. Combining cutting-edge machine learning XDR technology, 24/7 Threat Hunting, and proven security operations leadership, eSentire mitigates business risk and enables security at scale.

The Team eSentire difference means enterprises are protected by the best in the business with a named Cyber Risk Advisor, 24/7 access to SOC Cyber Analysts, Elite Threat Hunters, and industry-leading threat intelligence research from eSentire's Threat Response Unit (TRU). eSentire provides Managed Risk, Managed Detection and Response and Incident Response services.

It's our mission at eSentire to protect our customers 24/7/365 and we extend this conviction to job seekers. During the application and interview process, eSentire will communicate with you from one of our corporate "@esentire.com" email addresses, never from a public email address. We strive to provide a welcoming, respectful, and thorough interview process, providing the candidate with ample opportunity to spend time with the hiring manager, recruiter, and future colleagues face to face, or using a video conference technology.

The Role:

We are looking for new team members with a passion for providing exceptional customer service, and the ability to prioritize and manage a variety of administrative tasks, both internal to the business and customer facing communications.

The successful candidate will be expected to spend a significant portion of their daily duties coordinating and assisting in back-end processes, and communicating with internal teams and customers for deployment related activities. They will also assist with data entry tasks to ensure accurate customer and account data is maintained.

Responsibilities

- Managing and coordinating transportation providers to ensure prompt and proper movement of shipments.
- Collaborate with internal teams, customers and third-party shippers to identify and resolve shipping errors.
- Making special shipping arrangements as necessary.
- Communicate with customers as to the status of shipments and/or inquiries.
- Reviewing and completing purchase orders and shipping documents to ensure accuracy.
- Manage and report supply change inventory.
- Enter customer and account data by inputting alphabetic and numeric information on keyboard.
- Verify customer and account data by reviewing, correcting, deleting, or re-entering data; combining data from various systems when account information is incomplete.
- Consistently follow policies and procedures, reporting any process improvement requirements to the Manager of Customer Success.
- Maintain customer confidence and protect operations by keeping information confidential.
- Assists with weekly report generation / distribution.
- Assisting with daily build to order processes.
- Assist with other duties assigned by the Manager of Customer Success

Qualifications

- Experience with Microsoft Office Suite, Salesforce, UPS, ServiceNow, FedEx considered an asset.
- Strong organizational skills with the ability to multi-task independently.
- Excellent problem solving skills and the ability to be resourceful.
- Must have strong attention to detail and a commitment to quality service.
- Data entry skills (fast and accurate)
- Experience in customer service / client relations, with knowledge of customer service principles and best practices.
- Ability to communicate effectively to individuals at various levels, both written and verbal.
- Ability to work in a fast-paced and deadline-driven environment.
- Willingness and ability to learn.

Why a Career with eSentire?

Our Culture: At eSentire we work in a collaborative and innovative work environment. We work with brilliant and passionate people who strive and encourage others to do their best. eSentire's idea-rich environment welcomes creative and sometimes unconventional perspectives!

Growth Opportunities: At eSentire you will have the opportunity to grow and make an impact from your work. We encourage innovation in all who become a part of our team. With growing operations internationally, there are many lateral and upward advancement opportunities for rewarding and developing careers with eSentire. We're strong believers in continuing education and provide the resources that you need to continue learning.

Employee Perks: We provide breakfast, snacks and refreshments (at our physical office locations in Waterloo, London, and Cork), flexible working hours and vacation, company-wide equity and bonus programs, subsidies for continuing education and health & wellness, and attractive compensation and benefits plans. We make it our obligation to the team to stay current with compensation trends in the tech field!

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
