

Customer Success Representative



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 21, 2024

Published : Aug 21, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Do you want to make a difference within the global transportation planning and design community? With offices around the world, Transoft Solutions is an international leader in the development of innovative and highly specialized software for aviation, civil infrastructure, transportation and operational professionals. Most recently, our exciting predictive analysis technologies are at the forefront in the application of AI to Road Safety. In its 32nd year and with over 50,000 users in 150 countries worldwide, the company's success is a result of our people, our innovative and highly sought-after products, and the exceptional customer service that we deliver.

About the Opportunity:

We currently have an opening for **Customer Success Representative** at our head office in Vancouver. The Customer Success Representative provides outstanding customer service by directing customer inquiries and providing support to the entire sales team with clerical and sales support activities.

In this role, you will be expected to:

- Manage and maintain Database list;
- Manage customer information and sales tasks activities in the CRM system;
- Assist with Order Processing when needed;
- Manage and maintain vendor registration procedures for state, city and county accounts;
- Generate monthly renewal quotes; Follow up with customers;
- Assist the accounting team with invoices and payment follow-up;
- Manage the corporate phone system in a professional and customer friendly manner; Maintain call management system;
- Manage communication with clients; screen, qualify and forward incoming calls; Respond promptly to customer inquiries;
- Provide post-sales customer service and satisfaction support.

About You:

- You believe that exceptional service makes all the difference.
- You are exceptionally detail-oriented and a true team player!
- You are an experienced user of Microsoft Office programs (Word, Excel and Outlook), can think on your feet, have great communications skills, and have excellent customer management skills.
- You are looking to start your career in Sales or Customer Service and are looking for an exciting company to join.
- You have a diploma in a related field or have equivalent relevant experience;
- You have two years of B2B sales experience. Software sales and CRM system experience is an asset;
- You are persistent, adaptable and able to work in a dynamic environment;
- You are proficient with Microsoft Office products;
- You are highly organized and have strong-time management skills;
- You pay attention to detail and are accurate in your work;
- You are a good communicator; you have both clear verbal and writing skills. You are comfortable reaching out to customers by phone.

About Us:

- We offer a flexible working environment that embraces both in-person and remote work;
- We're committed to providing professional growth and development opportunities;
- We give back to our communities through global initiatives and donations;
- We work hard, but we like to have fun too!

Salary Range: \$40,000-\$45,000 annually + bonus (Actual salary offered will be commensurate with education, experience and internal parity).

At Transoft Solutions, we embrace diversity, as we strongly believe that our diverse backgrounds, coupled with our cultural and experiential differences make us stronger and better positioned to support our global customers. We are a collaborative group of individuals who value respect, professionalism, creativity, drive and compassion, and we pride ourselves in being a socially responsible company that does its part in making the global community a better place for everyone.

Candidates must be eligible to work in Canada. We wish to thank all applicants for their interest, however, only candidates under consideration will be contacted.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
