

**Customer Support Specialist
(Overnights)**



Phone :
Web :

Job Summary

Vacancy :

Deadline : Aug 24, 2024

Published : Jul 24, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

ustomer Success – Help Desk/9:00pm – 5:00am NST/Hybrid

Verafin is an industry leader in Financial Crime Management, providing a cloud-based, secure software platform for Fraud Detection and Management, BSA/AML Compliance and Management, High-Risk Customer Management and Information Sharing. Our rapid growth and continuing success mean we have an opening for an experienced Customer Support Specialist to join our team to support our customers from 9:00pm to 5:00am NST.

Keeping our customers happy is one of our top priorities! The Help Desk team is responsible for providing troubleshooting and educational support to customers on a variety of issues. Verafin Customer Support Specialists are self-motivated and driven individuals who thrive in a fast-paced and ever-changing environment. They are passionate team players who are continuously seeking opportunities to grow and improve. Above all else, they help our customers fight financial crime (which kind of makes you a superhero!)

We are seeking candidates to work the hours of 9:00pm – 5:00am NST

Duties & Responsibilities:

- Responding to telephone calls, email, and other requests for application support and following up as necessary
- Identifying, researching, and resolving issues in a prompt and accurate manner within our software solution
- Probing for customer issues and/or concerns to ensure the highest customer satisfaction
- Sharing best practices and solutions with team members to enhance customer satisfaction
- Documenting, tracking and monitoring customer inquiries in Salesforce to ensure a timely resolution and follow up
- Customer education by demonstrating quick tasks within the application

Essential Skills & Qualifications:

- Outstanding customer support skills gained through 3+ years of relevant previous experience
- Ability to effectively organize, prioritize and escalate customer issues
- Excellent written and verbal communication skills
- Ability to adjust quickly to changing priorities
- Ability to communicate complex technical concepts in non-technical language
- Strong ability to analyze and troubleshoot technical issues
- Experience using Salesforce would be considered an asset
- A strong desire to help others is required
- Banking or credit union experience while not a requirement is an asset

We are seeking candidates to work the hours of 9:00pm – 5:00am NST.

This role will close at 11:59 pm NST on August 2nd, 2024.

After the purchase of Verafin by Nasdaq in 2021, we are excited to announce as of Jan 1st 2024 we have started to move toward becoming a fully integrated part of Nasdaq. The job you are applying for will be for the Verafin team as part of the larger Nasdaq organization. The folks involved in the recruitment process will be part of the Verafin team. If you are selected for an interview, we are happy to discuss any questions you may have related to these changes. Thank you for your interest in Verafin, a Nasdaq company.

This position can be located in St. John's and offers the opportunity for a hybrid work environment (2 days a week in office), providing flexibility and accessibility for qualified candidates.

Come as You Are

Nasdaq is an equal opportunity employer. We positively encourage applications from suitably qualified and eligible candidates regardless of age, color, disability, national origin, ancestry, race, religion, gender, sexual orientation, gender identity and/or expression, veteran status, genetic information, or any other status protected by applicable law.

We will ensure that individuals with disabilities are provided reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. Please contact us to request an accommodation.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
