

## Senior Product Support Specialist



Phone :  
Web :

### Job Summary

---

Vacancy :  
Deadline : Oct 06, 2024  
Published : Sep 06, 2024  
Employment Status : Remote  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

---

### About Versapay

For growing businesses that need to accomplish more with less, Versapay's Accounts Receivable Efficiency Suite simplifies the invoice-to-cash process by automating invoicing, facilitating B2B payments, and streamlining cash application with AI. Versapay integrates natively with top ERPs, while allowing businesses to collect with a self-serve payment portal and collaborate with customers and teammates to resolve what automation alone can't. Owned by Great Hill Partners, Versapay's employee base spans the U.S. and Canada with offices in Atlanta and Miami. With 10,000 customers and 5M+ companies transacting, Versapay facilitates 110M+ transactions and \$170B+ in payments volume annually.

Think you might be the next Veep to join? Read on!!

### Our Values

- ☑ We obsess over our customers.
- ☑ We help each other.
- ☑ We embrace diversity.
- ☑ We find better ways.
- ☑ We get things done.
- ☑ We own it.

### Here's how you'll make a huge impact here – and on your career:

As a Senior Product Support Specialist at Versapay, you'll be the technological linchpin ensuring each customer interaction is a resounding success. Your key role will be to utilize your technical expertise and analytical mind to troubleshoot and resolve product-related issues effectively, providing an exceptional experience for our customers.

Reporting to the Senior Manager of Customer Care, you'll collaborate with a team of experienced Product Support Specialists, working closely with customer success, product, engineering, and other team members. Your mission will be to decipher and solve customer issues. Your continuous intellectual curiosity will drive you to further develop your understanding of the entire ERP system and our embedded solutions, enhancing your problem-solving capabilities.

This role presents an excellent opportunity for a highly collaborative individual with a solid technical aptitude, and an obsession for customer satisfaction. Your drive to solve complex and challenging problems will bring delight to our customers and add value to their experience. To qualify for this role, you'll need a bachelor's degree (preferably in accounting or technical discipline) and at least 4 years of advanced product support experience. Prior experience with NetSuite ERP or other platform required.

### What you'll do:

- **Be the Expert:** You'll act as a point of escalation for questions about our products. From replicating the issues, developing workarounds and interim solutions using a variety of tools to address their immediate needs. You will also work very closely with our development team for additional support when the available toolset doesn't satisfy customer's requests and will act as a liaison on behalf of the customer care team for new feature developments as well as continuous product improvements.
- **Building Relationships:** You'll hop on calls and provide customers direct technical support over the phone and via email. Overall, through this experience, you'll develop strong relationships with many of our key customers, and contribute to our high level of customer engagement, service and satisfaction.
- **Document and Train for the Future:** You'll document customer issues and resolutions using internal platforms (ie. Salesforce, Guru, JIRA) for future reference.
- **Drive progress:** Test product issues with the intent of replication in sandbox/test environment, create well documented Jira tickets with steps to reproduce the issue.
- **Enable Others:** Collaborate with support teams from Versapay ecosystem partners, provide technical expertise on client escalation calls, and help produce customer-facing knowledgebase content.

### What you'll bring to the team:

- **The successful candidate will have a bachelor's degree and 4+ years of advanced product support experience.**
- **Customer Obsession:** Resolute focus on needs of the customer above all. Views problems through the customer's lens first, basing decisions and prioritization around their needs. You are obsessed with creating, providing, and improving on world class customer experiences, with an "outside-in" mindset viewing the world through our customer's eyes.
- **Agility:** Highly adaptive in the face of ambiguous and complex problems, taking a flexible and open-minded approach to new challenges. Able to seamlessly alternate between various tasks, projects and roll with the punches when things change.
- **Resourceful:** You're resourceful, resilient and proactive in your approach to managing internal and external stakeholders – flexible and a collaborator committed to the success of our customers. Sees beyond the day-to-day grind to ensure that we're continuing to put the customer first and provide an awesome experience for them. Period.
- **Problem Solving:** You don't shy away from detective work and problem solving (even when the answer isn't obvious); finding solutions to problems excite you and you're comfortable with the unknown and ambiguous, and you're forward thinking.
- **Sweating the Details:** You pay attention to the details. As far as you're concerned, anything worth doing is worth doing right, every single time. You stay focused and nothing falls through the cracks on your watch.
- **Platform/Tools Expertise:** Experience with ERPs such as Netsuite, MRI, Microsoft Business Central, and Sage Intacct, along with other systems in our Customer Care tech stack like Salesforce Service Cloud and Jira, as well as web technologies, system integration, API concepts and systems interoperability

\$78,000 - \$85,000 a year

#LI-Remote

### All of our Veeps live out our core values:

We look for excellence: individuals that are better than we are and not only meet our values but bring value to our teams.

Research shows that while men apply to jobs when they meet an average of 60% of the criteria, women and other marginalized folks tend to only apply when they check every box. Think you have what it takes, but not sure you check every box? Apply to the role anyways. We'd love to talk and determine together whether you could be a great fit!

We are committed to providing an environment that is inclusive and accessible. Versapay is an equal opportunity employer and considers all applicants for employment without discrimination. Please let us know if accommodation for the recruitment/interview process is required and we will work with you to make sure your needs are addressed.

[APPLY](#)

**Education & Experience**

---

**Must Have**

---

**Educational Requirements**

---

**Compensation & Other Benefits**

---