

## Technical Support Specialist – Reporting



Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Aug 06, 2024  
Published : Jul 06, 2024  
Employment Status : Full Time  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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### Meet Benevity

The world's coolest companies (and their employees) use Benevity's technology to take social action on the issues they care about. Through giving, volunteering, grant making, 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, United Kingdom, the United States and more!

The Technical Support Specialist – Reporting delivers top-tier support to client administrators, utilizing their expertise in the Spark Product and Benevity Reporting Tool to visualize program impacts. By mastering reporting software and client data, they assist in gathering and presenting impactful insights. Collaborating closely with Client Success Managers, support teams, Project Managers, and internal teams, they ensure optimal outcomes for clients and Benevity.

A data-driven problem solver, this specialist helps clients understand their programs both operationally and strategically. They provide high-quality service and are regarded as trusted data advisors within the organization. If you are analytical, collaborative, and passionate about data, apply today!

### What you'll do:

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- Empower clients to understand and utilize Benevity's Reporting product suite, delivering successful outcomes while continuously enhancing their expertise
- Provide in-depth assistance to clients around their reporting needs, enabling them to focus on strategic objectives and program growth
- Work with clients to create, understand, and modify impactful program reports using Benevity Reporting
- Leverage Benevity Reporting to assist internal teams with data collection, troubleshooting, and escalation support
- Build positive relationships with external and internal stakeholders to enable quick and high-quality resolutions for our clients
- Participate in on-call incident support, providing clients with a reliable contact for high-impact technical concerns

### What you'll bring:

- 1-2 years relevant experience in Client Support or Account Management
- 1-2 years relevant experience in reporting or data analysis
- Experience with reporting software such as Looker, Jaspersoft, Crystal Reports, or similar tools
- Advanced spreadsheet skills
- Strong communication and analytical skills: can synthesize key points and articulate both the 'what' and the 'so what'
- Excellent at influencing through strong relationships, expertise, and data
- Knowledge of B2B SaaS software, technology experience, a passion for non-profits, and an innovative mindset
- Excellent written and verbal communication skills as well as phone demeanor
- Client-focused: tenacious about finding and delivering quality results for our clients
- Success-focused: defines a vision of success for each task and drives to this vision with keen organizational skills
- Technically adept: not afraid to question and investigate so challenges can be resolved quickly
- Knowledge and experience in community investment and employee workplace giving programs is an asset
- Multilingualism will be considered an asset

### Discover your purpose at work

We are not employees, we are 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](mailto:accommodations@benevity.com).

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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