



Product Support Representative – Entry Level

Exciting opportunity to work with fast paced company that provides church management software and web solutions! We are seeking an energetic, service-oriented product support representative. We seek team players who display excellent work habits, thrive in a highly-energized, problem-solving environment, and who enjoy the challenge of learning new skills. Company offers a business casual environment and a great Ann Arbor location.

Job Summary:

This position is for a product support representative who will provide technical product assistance, training, and technical assistance to other departments. This position will work with team managers to ensure that customers receive timely, quality service.

Requirements:

- Proficient computer skills with familiarity of operating system settings and power user of MS Office®.
- Exceptional listening, analytical and attention to detail skills.
- Strong interpersonal, written and oral communication skills.
- Good organizational, multi-tasking skills.
- Demonstrates a good understanding of quality customer service and the ability to provide efficient solutions to issues.
- Focus efforts on continuous improvement looking for ways to streamline processes and to improve customer satisfaction.
- Seeks to take the initiative while at the same time enjoys being a team player.

Education / Work Experience:

- Associates/Bachelors degree in Business, Information System, Computer Science, or enrolled in related coursework.
- No experience necessary but 1-3 years of related experience a plus.
- Must be eligible to work in the U.S. Permanent residents only (green card holders and US citizens)

Pluses:

- Experience in relevant software support and troubleshooting.
- Experience with MS Access Queries and/or MS SQL.

Compensation:

- Commensurate with experience.
- Full benefits package including profit sharing

Subcontractors and third party agencies please do not respond! No relocation is offered, so please do not respond if you are not in the Ann Arbor area. ParishSOFT is an EEO employer.

Our web site is at <http://www.ParishSOFT.com> Check us out!

Please forward your resume and salary history for immediate consideration.

Contact Information: recruiting@ParishSOFT.com