

Customer Service Analyst

Company Summary

Agresso is a global leader of fully-integrated enterprise resource planning (ERP) solutions for organizations in a number of market segments, including Local Government, Commercial and Professional Services, Higher Education and Travel.

With current commitments to an expanded customer base and in order to deliver a competitive advantage to our clients, we have an opportunity for a **Customer Service Analyst** to support our business. This position is based in Victoria, BC.

Job Responsibilities

The Customer Service Analyst will be responsible to:

- Respond to calls from customers in a professional and timely manner
- Maintain daily contact with customers, providing updates and essential information regarding customer cases owned by the Analyst
- Resolve customer issues via testing and research
- Create reasonable work-around for known software issues
- Maintain detailed records for proper tracking, resolution and follow-up
- Assist customers by walking them through processes
- Prioritize calls, follow up and escalate if required to ensure customer satisfaction
- Handle requests for upgrades, updates/patches and product information.

Note: You must be prepared to learn the Agresso product and share that knowledge with customers and colleagues.

Experience Requirements

Ideal candidate will have:

- An understanding of relational databases (MS-SQL or Oracle) and the ability to extract and manipulate data
- Bachelors Degree and/or relevant I.T. certification
- Experience working with or supporting business software applications, preferably in the accounting field
- Excellent customer service skills and a desire to understand and respond to customer's issues promptly
- Exceptional analytical and problem solving skills
- Outstanding verbal and written communication skills
- Strong time management skills and the ability to prioritize and multi-task under pressure
- Enthusiastic team player, capable of demonstrating initiative, self-motivation and willingness to learn our product.

Please send your resume and cover letter to hr@agresso.com noting Customer Service Analyst in the subject line.



Agresso is the ERP Market's *Definition of Agility*™

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(888) 247-3776