**Client Support Specialist**

This role focuses on building B2B experience in a media software company.  Perfect for a recent college grad looking to kick start their career mastering our proprietary software.  As a Client Support Specialist, you will focus on the accounting and financial functions of the software.  You will report to the Support Manager for Production and Corporate Accounting and provide application support for our clients by identifying, researching, troubleshooting and resolving production and accounting questions and issues.

**Responsibilities will include:**

* Interact daily with clients at all levels, including end users and leadership; maintain and establish client relationships
* Develop subject matter expertise in areas of concentration for our applications and associated business processes
* Monitor, route and answer incoming client inquiries through various channels, including chat, web portal, email and phone
* Apply knowledge of our applications to effectively interpret and resolve client questions and issues
* Collaborate with internal teams to complete client-related projects
* Comply with internal and external SLAs and strive to meet and exceed established support metrics
* Assist and support system applications by testing and documenting research
* Participate in on-site client support to ensure end users are confident using our applications
* Manage administrative tasks related to supporting system applications

**Requirements and Skills:**

* Bachelor’s Degree (Accounting, Finance, or related field)
* Any experience with SAAS company is a plus
* Strong knowledge and understanding of financial concepts and accounting principles
* Excellent attention to detail, demonstrated ability to troubleshoot, problem-solve and manage expectations
* Strong research and analytical skills
* Efficient multi-tasking and prioritization abilities in a fast-paced environment
* Strong interpersonal and communication skills, both verbal and written
* Self- motivated and able to work independently
* Proficiency in Microsoft Office suite