

Company Overview

WBT Systems develops the industry-leading TopClass Learning Management System, named Best Continuing Education & Association Learning System 2019 and #1 Association Learning Management System in 2015, 2016, and 2017. TopClass LMS delivers transformative professional development experiences for association education and certification programs. With a single point of support from our in-house integration experts, TopClass LMS easily integrates with a wide variety of systems to provide efficient administration and a unified learning experience.

Our focus is to support associations in using learning technology to help drive growth in membership, increase revenues, and enhance the learning experience. We believe in truly understanding our clients' challenges and partnering with them to ensure the success of their education programs. Many of WBT Systems' customers have grown with us over our 23 years in business, thanks to our experienced team and flexibility in all we do: approach, product, pricing and services.

Customer Support Executive Role

A great WBT Systems Customer Support Executive is a confident multi-tasker who is comfortable engaging with customers to solve their support queries and build excellent client relationships. You will be the customers advocate internally and will always seek to fully understand customer issues in order to take action in resolving them.

Responsibilities

- Triaging a high volume of inbound support tickets
- Work closely with support, services, QA and R&D Teams to communicate customer requirements and ensure timely resolution of support queries
- Ownership of customer communication on all support tickets
- Provision of support, training and problem solving to the WBT customer base
- Monitoring support tickets daily to ensure timely resolutions
- Contribute to the support team KPIs
- Be the voice of the customer internally
- Build strong internal & external relationships across the organization
- Ensure customer feedback is clearly captured and conveyed internally to enable on-going improvement of the TopClass product
- Contribute to and help manage the customer facing FAQ and knowledge base

Desired Skills & Experience

- Energetic self-starter with ability to build strong client relationships
- Strong problem solving and troubleshooting skills
- Experience troubleshooting complex software issues and documenting bugs
- Excellent organisation skills and ability to multi task
- Flawless communication skills
- Fluent English speaker
- 3+ years Customer Service experience
- 1+ years web / consumer / SaaS experience
- Relevant Degree level education
- Enthusiastic, determined, energetic, relentless and creative team player with ability to work individually

Beneficial experience

- Technical troubleshooting in SQL/Java/HTML/CSS/JavaScript
- Community building and engagement

Terms

Permanent, Full-time