

Job Posting: Support Specialist

Are you interested in using technology to make the world a better place? Annkissam provides operational and technology solutions to mission-driven organizations working in health and human services. As we shift some services to Software-as-a-Service (SaaS) products, we are looking to hire a full-time, Client Support Specialist who will join our team and help us support clients using our complex, web-based software often used for managing health and human services programs. This position can be remote with occasional travel required to the Boston office. This role is focused on implementing Financial Management Services software in self-direction, a powerful model of service delivery in Home and Community-Based Services.

Applicants should have a background in self direction and HCBS software or a strong background in customer service or support in software. They should be highly organized, tech-savvy and have experience juggling multiple priorities simultaneously. This is a newly formed position. We are looking for someone who is entrepreneurial as there is future growth potential within the company in the User Support area. We also are looking for someone who is passionate about working directly with clients and supporting their use of our systems. This position would start immediately.

Essential Job Functions

- Develop an expertise in our products to be able to support clients and help them utilize the system seamlessly and efficiently to its fullest potential
- Diagnose and resolve customer issues through our support ticketing system to ensure the highest quality of service for our internal and external clients
- Review and follow up on internal tickets, tasks, and/or special projects as assigned by management
- Keep all support tickets organized and recognize any patterns in questions and issues and follow up with the product manager on improvement ideas to prevent similar questions from recurring
- Liaise between business and technology team members with customer-facing responsibility
- Participate in internal problem solving and product improvement
- Understand and manage evolving client expectations
- Maintain and update product knowledge-base to allow clients to troubleshoot on their own
- Work closely with emerging product teams to ensure smooth transition from implementation to use
- Help develop and track metrics/reports to demonstrate clients are getting the support necessary.

The ideal candidate will be:

- A creative problem-solver that can envision and articulate solutions to client issues
- An excellent communicator both oral and written
- Someone who builds and nurtures strong and lasting relationships
- Someone who is comfortable with navigating web-based applications

- Someone with a strong drive for efficiency and resolving problems
- Easily adaptable in a fast-moving environment and a quick learner
- Someone who is collaborative and comfortable working autonomously and in teams
- Someone who approaches life with curiosity
- Someone who keeps cool under pressure and can comfortably handle conflict resolution scenarios in person, over the phone and in writing
- Someone with a positive attitude and a friendly and professional approach to customers
- Passion for customer satisfaction with a great desire to succeed
- Someone who is passionate about using technology to help people
- Bachelor's degree or equivalent work experience a plus
- Someone with a background in self-direction (also called consumer direction and participant direction) or software support preferred

We require:

- An entrepreneurial mindset
- Excellent communication and analytical skills
- An honest, kind person who wants to provide quality service

This is a salaried exempt position. Annkissam offers health, vision, and dental coverage, retirement contribution, paid time off, flexible schedules, and a generous holiday schedule. We are currently operating with staff choosing to come into our downtown Boston office if they choose, or choosing to work remotely due to COVID-19. We do not anticipate requiring in-office attendance in the near future. Once in-person work resumes an ideal candidate would be able to commute into our downtown Boston office, but we will also consider exceptional remote applicants.

We are not asking for responses from third party recruiters. If you are a recruiter, please do not contact us about this position.

Annkissam is an equal opportunity employer and does not discriminate against any employee or applicant for employment because of race, color, creed, religion, sex, national origin, age, marital status, veteran status, sexual preference or disability. To be considered, send a resume and cover letter to our hiring team at: careers@annkissam.com