

Job Description:

TrulinX Support Representative & Implementation Specialist

Reports to: Manager | TrulinX Support & Implementations

This role does not supervise others.

About Tribute

Located in Hudson, Ohio, Tribute, Inc. is a provider of ERP business management software and services for industrial distributors. Tribute, Inc. is an Equal Opportunity Employer.

Tribute Values

We are professionals who value integrity above all else. We work to build competence and confidence in ourselves and our company.

We are tenacious in the pursuit of customer satisfaction and strive for continuous improvements in our customers' experience.

We are collaborative and treat our colleagues and clients with respect. We give credit to our team when we succeed and take personal accountability when our company falls short.

Customer Support Mission

We listen to our customers and understand their technical and business process needs to provide timely, effective recommendations and solutions.

Overall Job Description

The TrulinX (TRX) Accounting Software Support Specialist provides high-quality customer support for the financial accounting related modules in our ERP product. Employee will take ownership of customer issues throughout its life cycle until a timely resolution is provided. Duties also include minor testing of software, providing feedback and performing other related projects as they arise.

The target is to ensure excellent service standards, efficient response to customer inquiries and maintain high a high level of customer satisfaction. Employee must have the ability to troubleshoot and resolve any emerging problems that our customer accounts might face with TRX software.

Position Purpose

To provide excellent real time customer support and satisfaction. This will be accomplished through:

- Customer problem tracking, definition, and escalation.
- Communication skills that allow you to be efficient, pleasant, thorough, and professional.
- Serving as a role model for the company and a contributing member of the support team.
- Your continuing education in or contributions to our:
 - Product knowledge (what the customer sells)
 - Process knowledge (how the customer runs their business)
 - System knowledge (how the customers can use Tribute to accomplish their goals, including utilizing knowledge of how other customers have accomplished similar implementations.)

Required Skills & Attributes

- Some knowledge of accounting
- Basic understanding of business operations
- Superior oral and written communication skills
- Ability to balance several tasks and responsibilities effectively
- Ability to deal effectively with immediate situations
- Ability to exercise good judgment where a clear path is not apparent
- Superior attention to detail
- Experience in training small or large groups
- Able to work autonomously without requiring micro-management
- Superior work ethic
- Excellent problem solving skills
- Ability to work effectively with other team members
- Familiarity with Windows products and basic knowledge of Microsoft applications (Word, Excel, etc.)

Experience in distributor operations and / or back office accounting functions highly desirable.

Duties to include

On Phone Time (Front-line Support):

- Take calls from customers.
- Respond to customers in a courteous and calming manner.
- Determine the nature of the customer's problem.
- Solve the problem if the resolution time is short (20 minutes or less).

- Escalate the problem if necessary (route to the appropriate person)
- Log the call accurately in order to provide a record for the customer as well as other support team members.
- Deal effectively with stressed-out or abusive customers.

Off Phone Time:

Support

- Provide additional coverage when the “on-phone” staff is overloaded.
- Manage and prioritize your work load to respond to critical customer issues quickly and accurately. This includes research and testing.
- Create project sheets for enhancements and notify the customer.
- Work with programming to create quote specifications for customers.
- Identify problems that are bugs in Tribute, route the project sheets to programming, and notify the customer.
- Provide documentation or written procedures to customers when requested. Share this documentation with other team members and add it to the general data base.
- On-site travel 6-8 times per year.

Training

- Continue to educate yourself. This could include attending training classes, reading documentation, and working with other support team members.
- Train others. This could be informal training (answering questions), conducting internal training classes, or training users (this includes presenting at annual Users Group).
- Act as a mentor for new support team members.
- Keep current with new software updates.
- Additional Specific Training as provided by Company

All interested applicants, please forward resume and cover letter with position desired in the subject header by emailing: careers@tribute.com