

Customer Service Representative

Job# SC-1008

Position Summary

Working with 4castplus offers you the opportunity to be part of a dynamic and innovative team delivering market-leading software solutions sold worldwide. We love good ideas, and we love people who offer imaginative solutions. We reward those who get a thrill out of taking on challenges by using creative and independent-thinking approaches.

4castplus is hiring a Customer Service Specialist as part of our Customer Success team. If you are tech savvy, enjoy working in a fast-paced organization and appreciate the importance of offering first class support to customers, we're looking for you. You will be responsible for Tier 1 support for customers in a range of industries, delivering top quality product support as a member of a highly responsive and proactive customer service team. You will achieve deep knowledge of the 4castplus product and the industry it serves; along with the needs of our client-base. We pride ourselves on our responsive and customer-focused support. The successful candidate will need to have a caring and helpful demeanour that is dedicated to client success. From time to time you may need to replicate issues uncovered by clients which will require strong troubleshooting skills and inquiry-driven thinking. You also may need to work with the technical team to help resolve issues; and provide the client with regular follow-ups in these cases.

We are a very results-based organization that takes a very balanced approach to the management of its staff. How you get your work done is up to you – as long as the results are clear and meaningful. So, if you're passionate about providing software customer service, and you're looking for an exciting and challenging opportunity in a high-tech company, then this is a great opportunity for you.

Europe Focus

The successful candidate for this role will provide support primarily to our customers located in Europe. As a Canadian-based employee, your work hours will therefore be 2AM-10AM eastern time to cover that region.

Successful candidates will be required to:

- Investigate and troubleshoot customer reported issues and requests for assistance
- Provide guidance to users on resolution of 'how do I' issues
- Case and communicate status of requests per the 4castplus Service Level Agreement
- Work with the Software Development Team on resolution of any requests requiring technical assistance
- Work with the Implementation Team on customer implementations
- Work with the Quality Assurance Team on executing testing and verifying resolution of customer initiated technical issues
- Update Support Knowledgebase and support documentation
- Generate support analytics and reports for management
- Take pride in ensuring that customer needs are met
- Continuously update your knowledge of the software



Required Skills

- Demonstrated skills and ease with technology
- Ability to work in a constantly changing technical environment
- Excellent communication skills
- Strong people and interpersonal skills
- A personality focused on customer success
- Excellent analytical and problem-solving skills
- Strong written and spoken English skills are a must
- Strong understanding of project management and/or financial controls concepts

These Qualifications would be a Plus

- Familiarity with construction, engineering, mining, infrastructure, or energy industries
- Background in accounting or IT
- Ability to work independently
- Able to keep confidential information of the highest levels
- Excellent work ethic

What You'll be Working With

4castplus is world-leading construction project management technology that enables customers to significantly improve their ability to execute successfully and profitably on major projects. It's a multi-user, collaborative solution that brings together powerful tools for planning, management, purchasing, cost tracking, financial controls and reporting. Customers experience intense visibility and control of their projects through an easy-to-use cloud-based platform. Organizations worldwide in key industries have discovered the value 4castplus brings to their business. Visit our website at www.4castplus.com.

About Jetsoft Group – Makers of 4castplus

Jetsoft Group is an innovative technology company that understands that software should be easy to use and rich in functionality that simplifies the complexities of construction projects. Organizations around the world rely on 4castplus to help them move from difficult, spreadsheet-based management of major projects, into an organized and robust software solution targeted at keeping their projects on budget, on schedule and under control. We strongly believe in an ethical approach to business that is respectful of all people, the environment and our communities. We are dedicated to delivering technology that enables organizations to unleash their innovative potential and to become more profitable, successful, and happy doing what they do.