

## **Full time Client Experience Specialist Needed!**

TransTelligence (aka Loxias Software Solutions) provides digital solutions tailored to our clients' specific business needs. Whether we are building new information systems, enhancing legacy systems, or developing EDI and other B2B transactions, we support the entire technology lifecycle, and we remain dedicated to providing exceptional service by building systems that make our clients more competitive.

### **Job Purpose:**

To provide a high level of support to our clients as well developing documentation that will enable our clients to become more self-service.

### **Main responsibilities:**

- Handle all incoming client support requests and determine priority level of the issue
- Work efficiently to troubleshoot client issues and escalate, as needed
- Create a Knowledgebase for client self-service
- Create both client-specific and general Knowledgebase documents using screen shots to enhance the client experience
- Create videos demonstrating step-by-step processes in the software
- Bill clients monthly
- Maintain positive client relationships
- Other duties as needed

### **Qualifications:**

- Demonstrated excellence in customer service, prior software customer and/or brokerage support experience preferred
- Transportation industry knowledge preferred
- Strong written and oral communication skills with an open, friendly demeanor
- Team player
- Excellent attention to detail, time management, prioritization, multitasking and organizational skills
- Comfortable using web-based software solutions and Microsoft Office products
- SQL experience, a plus
- Experience working independently with a sense of urgency
- Ability to work from home

Position is Mon. – Fri., 8:30 – 5:00 p.m. Competitive salary provided. No benefits. To learn more about TransTelligence, please visit our website, <https://www.transtelligence.com/>. Qualified candidates, please send cover letter, resume and salary requirements to [zandwalt@gmail.com](mailto:zandwalt@gmail.com).