



52 Hillside Court
Englewood, OH 45322
Tel: (800) 686-9313
Web:

Client Support Representative

ERP Products (Financial, Utility Billing, Income Tax)

Job Summary:

We are looking for well-rounded, energetic Client Support Representatives that serve as the voice and face of the company when interacting with customers, in providing support of our municipal software products, in particular our Financial, Income Tax, and Utility Billing software applications. Civica CMI is looking for someone who has creativity, technical consultancy experience, and a passion for providing outstanding customer service. This person will be on the front line so it is essential and imperative that the qualified candidate be able to express themselves clearly and concisely.

Job Responsibilities:

- Help Desk Support
- Consult with customers by telephone to provide information, answer customer questions, resolve individual problems, handle complaints, and handle other transactions
- Document outcomes and steps taken
- Update customer files and databases
- Investigate and follow up on customer problems
- Working with associated technologies (including databases, operating systems, networks and security products)
- Deploy configurations remotely, when necessary
- Place outbound support calls
- Issue escalation and resolution

Qualifications:

- Proficiency in use of computers, spreadsheets, and computer processing a must
- Knowledge of and/or experience in a municipal government setting a plus
- Excellent analytical and problem solving skills
- Associates Degree and/or Finance or related field experience equivalence helpful
- Ability to meet deadlines, perform duties with accuracy
- Flexibility and willingness to assume new duties and responsibilities
- Ability to maintain confidential information
- Self-reliant, ambitious, with a desire to succeed
- Potential to travel within Ohio and the Midwest
- A desire to provide a great customer service experience for all Civica CMI clients a top priority

Company Information:

Civica CMI is a **Civica Group Company**. **Civica** is an international market leader in specialist IT systems and business process services for the public sector. **Civica CMI** is a full-service computer consulting, software development, and systems integration company, committed to providing complete and well-supported solutions to meet the needs of its clients. **Civica CMI** provides an excellent benefit package for full-time employees, including medical, dental, vision, short term and life insurance, and a 401k plan. **Civica CMI** will not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin.