

Customer Support Specialist

Facilisgroup is a fast-moving, innovative SaaS company located in St. Louis, Missouri. We are looking for a Customer Support Specialist for our newest product. The super star we are seeking will have a passion for delivering world class customer service and deep respect for the power of an outstanding customer experience. This position will report to the Vice President of eCommerce.

Responsibilities:

- Ensure the smooth and successful onboarding of new customers.
- Support customers by responding to their questions or technical issues with friendly and pragmatic advice that leads to a resolution.
- Assist in the development and documentation of standard operating procedures and policies.

You Must Be:

- Customer Centric
- Able to understand/learn our product well enough to be able to explain it to others.
- Proficient and pleasant communicator who can write clearly, concisely, and precisely.
- Committed to achieving both personal and organizational goals in a fast-growing SaaS company.

Qualifications:

- Minimum 2-3 years of relevant customer service experience, preferably with a SaaS company
- Analytical problem solver who takes ownership through to resolution.
- Proficient in resolving time-sensitive customer issues.
- Effectively handle competing/ever-changing priorities.
- Detail orientated and process driven.

Additional Info

We would like to thank all applicants for their interest, however only candidates under consideration will be contacted. To apply for this position, please submit a resume to hr@facilisgroup.com

Equal Opportunity Employer

Facilisgroup is committed to treating everyone with dignity and respect. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, disability status, or criminal history.

Facilisgroup believes in “fair chance hiring “and reserves the right to administer a criminal background check upon hiring and review criminal history.