

# WE'RE HIRING!



## Customer Relations Associate & Product Specialist

The **Customer Relations Associate & Product Specialist** position is a hybrid role responsible for customer success and technical product support. In this role you will effectively and proactively support the day-to-day relationship, administration and technical/product support of one or more assigned customer accounts. Additionally, you will support internal teams on specialized projects such as pre- and post-election day support, new product implementations, and/or product upgrades/updates.

### Responsibilities

- Collaborate with the Customer Relations Manager to proactively provide both on-site & off-site support to resolve customer service & technical product issues, escalating to appropriate internal resources and coordinating effective and appropriate solutions to meet customer needs.
- Assist in the planning, organizing, and scheduling of resources as per customer's contract for pre- and post-election day support and/or projects.
- Contribute to the forecasting, planning, and coordination of customer service support activities and product requirements for current systems.
- Process product and service orders based on the customer's needs, requirements, product warranties and/or customer contract.
- Leverage effective project management skills to support and/or assist in the coordination of new product implementations & upgrades.
- Develop and deliver end-user training and materials.
- Collaborate with customers, Operations and Engineering departments to provide timely and accurate information and feedback on improving end-user functionality.
- Partnering with internal departments, contribute to the preparation and distribution of manuals, product brochures, and technical publications for customers.
- Partner with customers and internal departments to support certification requirements, preparing and testing certification projects, and participating in the state certification processes.
- Manage customer profile in Salesforce,
- Assists the Accounting and Sales departments with Accounts Receivables.
- Adheres to all local, state/provincial, and federal rules and regulations that pertain to the operation of election systems.
- Other assigned responsibilities as needed or required.

### Qualifications

- Undergraduate degree in Computer Science/IT preferred, but not required
- 2+ years of business experience involving account/relationship management in the tech and/or government industries.
- 2+ years' experience assisting with technical projects, product implementations, etc. is preferred but not required.
- Knowledge and understanding of the elections industry preferred, but not required.
- Strong IT knowledge, both software and hardware.
- Excellent verbal and written communication skills along with good presentation skills.
- Strong organizational skills to include multi-tasking and time management skills.
- Strong interpersonal skills and building business relationships.
- Ability & willingness to travel approximately 50% of the time.

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