

WE'RE HIRING!



Customer Relations Associate - San Leandro, CA

Dominion Voting is searching for a **Customer Relations Associate** to join our team in our San Leandro, CA office! This position will be responsible for effectively and proactively supporting the day-to-day relationship, administration and technical/product support of one or more assigned customer accounts. Additionally, this position will support internal teams on specialized projects such as pre- and post-election day support, new product implementations, and/or product upgrades/updates.

Responsibilities

- Proactively provide support to resolve customer product & service requests, escalating as needed and coordinating effective and appropriate solutions to meet customer needs.
- Assist in the planning, organizing, and scheduling of resources as per customer's Master Services Agreement for pre- and post-election day support and/or projects.
- Contribute to the forecasting, planning, and coordination of additional customer service support activities and product requirements for current systems per customer's contract.
- Process product & service orders based on the customer needs, requirements, warranties and/or customer contract.
- Leverage effective project management skills to support and/or assist in the coordination of new product implementations.
- Develop and deliver comprehensive training and materials.
- Collaborate with customers, and internal 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, ensuring current and accurate information.
- Leverage understanding of the customer's needs and expectations to collaborate with Sales to identify, develop, and implement ongoing sales of products and/or services.
- Assists Accounts Receivables responsibilities.
- 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 of demonstrated project management skills supporting complex technical product implementations.
- Knowledge and understanding of the elections industry preferred, but not required.
- Strong IT skills, 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.
- Ability to establish and maintain business relationships with customers.
- Ability to analyze problems and identify potential solutions and preventive measures.
- Ability & willingness to travel up to 50% of the time.

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