



Client Success Representative

About InfoTycoon

InfoTycoon is the multifamily leader in asset management solutions. Designed for the full asset management lifecycle, InfoTycoon's powerful platform is now used by over 100 clients including nearly 40 percent of the NMHC Top 50 and 4 of the 5 largest managers. InfoTycoon is the only software company to receive industry awards from both NMHC and MFE. We maintain an unwavering commitment to serve our clients and provide the industry's best inspection and asset management solutions.

Role Description:

Is this you?

- You are passionate about providing great service to clients
- You love using technology to accomplish to help clients succeed
- You have excellent communication and relationship skills that result in turning clients into raving fans
- You have intermediate to advanced skills with Microsoft Excel
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If this is you, then InfoTycoon's Client Success team could be a good fit for you!

The Client Success Representative will be responsible for understanding the needs of the customer and translating them into configuration on the InfoTycoon platform. The Client Success Representative will work closely with the Account Managers to develop effective product implementation strategies, establish templates, assist with property, inspection and lease file audit set ups utilizing MS-Excel and CRM tools. The Client Success representative will collaborate with the Account management and product team to develop and maintain standard templates for client implementations.

Reports to: Director of Client Success

Role based: Roswell, GA

Travel: Less than 10%

Hours: You will need to work with teams in multiple time-zones. InfoTycoon operates a result driven philosophy, and recognizes that individual working hours may need to be irregular.

Experience required

- 3+ years of client service/client success experience in a technology environment
- Software Training and Implementation is a plus.
- Advanced experience using Microsoft Office Suite, Intermediate knowledge of MS-Excel
- Preferred knowledge of CRM, particularly Zoho.
- Experience using CRM solutions desired
- Prior experience in the Multifamily or Real Estate industry is a must
- Proven track record of increasing customer adoption of technology solutions expanding customer relationships and customer retention.
- Experience defining and continuously improving processes.
- Familiarity working with clients of all sizes.

Key skills required

- **Attention to detail** – CSR will exhibit high attention to detail to ensure accurate set-ups of inspection for the clients.
- **Patience** – CSR will need to demonstrate high degree of patience in navigating potential solution oriented situations with the clients.
- **Problem solving skills** – CSR should be able to collaborate with the product management and account management team to determine the best solution to meet the client needs.
- **Communication skills** – CSR will demonstrate clear verbal and written communication skills with internal and external stakeholders
- **Self-starter** – While the CSR will work in collaboration with multiple teams, the role requires this person to be a self-starter who is goal oriented
- **Ability to Multitask** – CSR will be able to effectively and efficiently prioritize tasks and deliverables that align with the mission of the company and the needs of the clients

Key responsibilities

- **Implementation and Set-up** – CSR will be primarily responsible for supporting the account management team in the setup, implementation, training and user support for the InfoTycoon platform.
- **Updated Product knowledge** – CSR will be responsible for continuously enhancing and updating their operational knowledge about the latest InfoTycoon product features.
- **On-going support** – CSR will provide user support and triage issues reported by clients
- **Training** – CSR will collaborate with Product and Account management teams to determine training needs for the clients in order to promote self-service and produce short video training/user aids
- **Process standardization** – CSR will work with the Director, Client Success and Account Managers to develop and maintain standard processes and standardized templates for clients.
- **Demo environment upkeep** – CSR will collaborate with the Client Success Director in the upkeep of the demo environment to incorporate the latest feature sets
- **Communication skills** – CSR will demonstrate excellent written and oral communication skills with clients and with internal and external stakeholders