



Entry Level - Customer Implementation Specialist - Software

Job Description:

We are seeking an enthusiastic and professional individual to build their career with our Implementation Team as a Customer Implementation Specialist. This is a dynamic role in a growing company with ample opportunity to develop and be a key part of our Implementation Team with objectives including:

Interview customers to secure required customer data and enter it into our application.

Work with existing customer files (Word or Excel files) and move data between customer files and our application

Work with clients and other members of the team to define application configuration and data mapping requirements.

Configure application parameters per customer requirements

Prepare reports to share with client and team to illustrate results exceeding client expectations.

Expectations:

- Set up new items accurately and quickly ensuring integrity and consistency
- Maintain application files
- Compile, organize and maintain customer file database
- Troubleshoot issues related to item setup and changes
- Provide innovative solutions that drive efficiencies
- Update customer files in our Customer Relationship Manager software keeping team updated with project and customer status

Skills Required:

- Proven ability to multi-task and make decisions quickly based on sound judgment
- Impeccable follow through and organizational skills with ability to pay close attention to detail ensuring accuracy and ability to meet deadlines.
- Must be a self-starter with a sense of urgency to be effective in this fast-paced environment.
- Experience organizing electronic files
- Solid time management and ability to work cross functionally.
- Leverage technology to increase efficiencies





- Intermediate knowledge of MS Office including converting formats (Word, Excel, PDF).
- Working knowledge of the Windows 10 Operating System
- Interpersonal and communication skills are vital (verbal and written).
- Excellent keyboarding and Data Input skills a must
- Must be willing to work overtime when necessary.

Preferred Qualifications:

- 2+ Years work experience in a fast-paced environment
- Bachelor's Degree
- Experience working with CRM software
- Advanced MS Excel skills
- Working knowledge of the Google Suite of tools (Gmail, Docs, Sheets and Drive)
- Experience or Familiarity with Public Safety and/or Fire/EMS sectors a huge plus

What We Offer:

- Driven work environment that recognizes, respects and appreciate results
- Ability to build novel solutions

Training and Experience:

Entry level position. Will also consider students working toward a technical degree. We need you at the office on a regular basis, but your hours may be supplemented by working remotely.

Pay starts at \$10 an hour but will increase with excellent work performance.

Please forward resume to joannel@stationcheck.com. References required.

