
CUSTOMER SUPPORT & EDUCATION SPECIALIST (AU)

Spotlight Reporting provides progressive accountants, CFOs and Finance Managers with an impressive range of dashboards, reports and forecasts that save time and effort while delivering clarity for making business decisions. We also assist accounting firms to transform their businesses by providing advisory education resources, allowing them to deliver further advisory services and earn additional revenue.

We are an award winning truly transformational company at the forefront of the exciting and fast paced cloud accounting software industry. Our best-in-class software is used and supported globally and we are looking for someone with passion to work with our customers as they scale their advisory services.

About The Job

To help us support our growing customer base, we are looking for a **Customer Support and Education Specialist** to join our Education, Training and Support team.

You will report directly to the Education, Training and Support Manager, while working closely with our Customer Success, Sales, and Product teams.

Experience in supporting customers, preferably for SaaS, is required, and experience and knowledge of the accounting industry or the leading accounting software products will be an advantage.

Role Responsibilities

1. Customer Support

- Provide exceptional customer service to our global customer base. This is primarily via Zendesk but can occur via an online call to assist with particular issues.

2. Webinars / Resources

- Collaborate with Marketing to deliver product training via online webinars, one-to-one and one-to-many online training
- Contribute to the ongoing development and improvement of support resources, including internal and external knowledge base (Help Centre) content, training videos and other online resources

3. Enablement / Service

- Liaise with our Product and Development teams to resolve customer-facing issues
- Identify and log any customer product feature requests, and follow up with customers where appropriate
- Assist the Product and Development teams as needed with pre and post-release testing and troubleshooting.

4. Project Delivery

- Support the Education, Training and Support Team Manager to improve and evolve ETS resources for our customers.

This Job Description is not exhaustive.

Key Attributes

- Excellent communication skills
- Engaging, able to quickly build relationships with people, and an attentive listener
- Team player with strong collaboration skills
- Highly organised with the ability to prioritise tasks
- Embraces processes and guidance provided
- Excellent troubleshooting, and problem-solving skills
- Highly self-motivated
- Ability to think laterally and in the best interest of the customer and the company
- Knowledge of basic accounting principles and terminology
- Good humoured, positive and results-orientated
- Good attention to detail and follow-through
- Experience within the Accounting industry is a plus

Key Experience

- Minimum of four years experience in a customer support role
- Experience with using or supporting accounting software is desirable
- Experienced in creating video content
- Experienced in writing instructions or technical documentation.

This Role Is

- Part-time or Full-time and permanent
- Office-based role (Sydney) with the potential to work from home 1 day per week
- Travel within Australia may be required

To apply, please send your CV and cover letter to kirsten@spotlightreporting.com