



Role: Customer Success Associate – North Carolina Team

Location: Remote, North Carolina

Company Overview

Sylogist provides mission-critical ERP and CRM solutions, including fund accounting, case management, grant management and payroll, to public service organizations. Sylogist's customers include all levels of government, non-profit organizations, nongovernmental organizations, and educational institutions, as well as public compliance driven and funded companies.

Our team is collaborative, enthusiastic and delivers on our promises. If you want to apply your skills to improve trusted technology that supports over 2000 customers around the world, then let's talk! To learn more, check out our careers page at www.sylogist.com

Position Overview

Sylogist develops and delivers comprehensive, mission-critical Cloud solutions for K-12 school districts and has an exciting opportunity for a full-time Customer Success Associate on the North Carolina team. This person will participate as a collaborative member of the SylogistEd Customer Success Team and will be responsible for delivering a high level of quality service to our customers and team by educating end users, testing product enhancements, writing user documentation, creating training and how-to videos and assisting the Director of Customer Success and Manager of Customer Support where necessary.

This position is not required to work out of one of our offices, therefore, the candidate must also ensure compliance with our home-office environment requirements.

Responsibilities Include:

- Schedule and conduct training opportunities (webinars and in-person) for Accounting and Student Information users.
- Seek out opportunities to increase customer satisfaction and strengthen customer relationships.
- Partner with internal stakeholders including Director of Customer Success and Manager of Customer Support to ensure a great customer experience.
- Generate sales opportunities for add-on license sales.
- Identify needed customer communications and work with Director of Customer Success for delivery.
- Follow up, when appropriate, with pilot and early adopter customers to ensure their issues/questions are resolved and we are soliciting VOC (voice of the customer) feedback.
- Test new application features and report any issues/errors to Manager of Customer Support.
- Create user documentation and training videos for Accounting and Student Information applications.

Desired Knowledge, Skills and Experience Include:

- Bachelor's degree and a minimum of 3 years' experience in a North Carolina K-12 school district business office is preferred.
- Analytical and process-oriented mindset, coupled with excellent communication (written/verbal) and presentation skills.
- Thrives on constant learning and educating customers about all the ways in which the SylogistEd solutions can be utilized.
- Highly organized, self-driven and eager to provide a superior customer success experience.
- Microsoft Office skills, especially Microsoft Excel and PowerPoint, are required.
- Strong analytical and problem-solving skills.
- Organized, sharp, detail-oriented, and able to multi-task in a fast-paced environment.
- Takes initiative to research software related inquiries/problems and determine the best applicable resolution.
- Willingness to improve technical knowledge independently and continuously.
- Some travel is required.

What we look for in you

- You like to have fun!
- You have a positively great attitude.
- You have a broad set of technical skills.
- You want to be a creator.
- You know you don't have all the answers but have a deep desire to learn everything.
- You have strong leadership skills; people want to work with you.
- You are an intuitive problem solver.
- You are proactive, take initiative and thrive in a fast-paced, empowered work environment.

Sylogist is headquartered in Calgary, Alberta, Canada with regional offices in Barrie, Ontario, Canada, Atlanta, Georgia, Littleton, Colorado, Washington, DC and Shawnee, Oklahoma in the United States of America and Oxford, Oxfordshire in the United Kingdom.

Interested candidates should send their resume, references, and compensation expectations to careers@sylogist.com.

All candidates must provide proper employment documentation showing immediate eligibility to work in Canada or US. Sylogist does not offer sponsorships.

Sylogist is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, protected veteran status, or any other characteristic protected by law.