



## Client Success Specialist

<b>DEPARTMENT:</b>	Client Services
<b>REPORTING TO:</b>	VP, Client Services and Operations
<b>JOB TYPE:</b>	Full-time employee
<b>LOCATION:</b>	Salt Lake City, UT 84111
<b>COMPENSATION:</b>	Depending on experience
<b>BENEFITS:</b>	Health, vision, and dental insurance, 401(k), holiday, vacation, and sick leave

### JOB DESCRIPTION:

Assure adoption of Volunteer Management Software by supporting clients with troubleshooting and training. Provide guidance and solutions for clients by understanding their unique needs both during implementation and after launch. Oversee and quickly classify, reproduce and assign support tickets to the appropriate team. Must have the ability to work closely with different teams and respond graciously and promptly under pressure. Overall, the role requires flexibility, tenacity, excellent communication skills, and the ability to problem solve.

### DUTIES AND RESPONSIBILITIES:

- Advocate for the client throughout the lifecycle of the account in order to assure adoption of the software
- Communicate clearly and effectively with multiple teams about client needs
- Troubleshoot problems in detail
- Write up technical issues and problems according to company processes
- Triage support tickets with the support team
- Train clients to use the software for their own business practices
- Being an integral part of Samaritan culture
- Clean background check and drug test

### SKILLS/EXPERIENCE AND COMPETENCIES:

- Excellent communication skills (written and oral)
- Ability to quickly learn new technologies
- Experience with SaaS products, databases and general web design
- Organized and fastidious attention to detail

### *Helpful but not required:*

Experience with Agile Methodology and Scrum development practices  
Familiar with Google Office Suite, Zoom, Hubspot, JIRA and Confluence, Toggl  
Knowledge of volunteer management or Healthcare Industry

### SECURITY ROLES AND RESPONSIBILITIES:

All employees are required to adhere to Samaritan's security policies, as well as learn and maintain a high standard of information systems security hygiene. Employment is contingent upon a clean background check and drug test.

**Samaritan** is a small **software** firm located in Salt Lake City, Utah. We provide customized **volunteer** management solutions to a wide variety of clients in the government, non-profit, and corporate sectors. Samaritan is an equal opportunity employer.

