

## Employment Posting

**Position Title:** Product Integration and Support Specialist

**Employment Terms:** Full-time

**Reports To:** Director of Operations

**Department:** Operations

**Date Posted:** 25/09/2017

### Position Summary

As a Product Support Specialist, you will be responsible for the well-being of our clients. You will be responsible for assisting our new clients in integrating with the FlexPay platform, and once integrated to support their day to day needs in conjunction with our Relationship Managers. You will be there for them from the beginning of their integration and throughout their entire life-cycle.

Our support specialists will become the product knowledge experts focused on client workflow and FlexPay processing, and you will know how the software works and can easily train the client on how to be successful with it.

If you are a self-motivated, dependable, and well-organized individual, with strong written & verbal communications skills and the ability to balance multiple priorities, you are the ideal candidate for this role. FlexPay is a new product and you will be involved from the onset in the development of the department's operations and processes. You will strive to improve our best practices in an effort to exceed our objectives for performance and quality. Your experience in technology will help our new clients get off on the right foot and also help our established clients continue to succeed with our application.

### Responsibilities:

A day in the life of this position includes managing internal and external stakeholders, understanding our clients wants and needs, and working closely with the product development team to ensure that we can respond to those needs in a timely and efficient manner. If you're a customer advocate and want to be involved in the growth of an exciting new software, this is the position for you. Your responsibilities include:

- Demonstrates good judgment in selecting methods and techniques for obtaining solutions. Ensuring new accounts are set-up and running correctly in the Software
- Create support documentation, i.e. how-to guides, articles, etc.
- Respond to level 1 and level 2 support requests within our Help Desk platform.
- Triage level 3 issues to our development team.
- Anticipating and making recommendations for client needs
- Identifying recommending changes to drive improvements
- Remain current with new software/product releases

- Communicate product updates, new features, and functionality to client base
- In tandem with the Relationship Manager, conducts initial client training remotely or in person as needed
- In tandem with the Relationship Manager, alert and train clients to changes and updates to software
- Evaluate system potential by testing compatibility of new programs with existing programs;
- Maximize use of hardware and software by training users and acting as a resource for user questions;
- Maintain effective training programs within the office to ensure a high level of product knowledge and transaction processing.
- Be involved in the design and implementation of processes and best practices to ensure that the company reaches its objectives;
- Analyze previously reported issues in order to identify duplicate tickets and form conclusions on the scope of a given problem.
- Work with IT to develop project specs for new product features related to the new client experience, ensuring that the focus is always on the client customer's needs.
- Facilitate internal project coordination and other launches that impact new clients.

#### Qualifications:

- You possess a Bachelor's degree or higher
- You have three to five years in a similar role.
- You are a self-starter driven by success with attention to detail.
- You know how to manage a relationship with small and large businesses.
- You have a solid understanding of business performance metrics, and a willingness to embrace data.
- You are an excellent communicator with the ability to sell and convince.
- You work well with a team and are not afraid to share your ideas.
- You are an adaptive learner who strives for challenges at all times.

#### Benefits:

Tungsten Revenue invests in its employees by offering the following benefits:

- Unlimited paid vacations
- Flexible hours
- Relaxed dress code
- Group RRSP program
- Bi-Weekly free lunches
- Fresh and healthy snacks
- Comprehensive group insurance package
- Regular offsite company events



- Supports continuous learning and development
- In-office showers, kitchen, rec-room, bike parking
- Universal profit sharing program

### About Tungsten Revenue & FlexPay

Tungsten Revenue owns a number of healthcare supplement brands focused on delivering high quality goods and services to customers through direct response and an ever-growing online channel.

Our business is almost entirely credit card based and processing card-not-present transactions poses a range of problems. To scratch our own itch, we built FlexPay, an Enhanced Payment Gateway. It mitigates against these problems on a transaction-by-transaction basis with a proprietary, statistics-based decline salvage and risk balancing strategy. FlexPay has become a cornerstone of our business and will likely supplant our direct to consumer business in the near future.

Tungsten Revenue was named as one of **2017's Great Places to Work**. We are a dynamic and welcoming company that strives to hire the best and brightest people. We've been told that that we suffer from a "Never Good Enough" syndrome, and we proudly embrace it. We are looking for people who are never satisfied with themselves or their company, constantly pushing to improve both.

Once through our doors, you'll discover a dynamic and culture focused organization that offers an exceptional work environment. Efficiency is one of our core values and we endeavor to eliminate, automate, or outsource the mundane and repetitive both for ourselves and our partners. You are given the autonomy to have a substantial impact on the performance of the company and your work will be creative and challenging. **It will never be boring**. If you're the type of person that thrives in an environment of smart, driven, and competent colleagues, then you may have found your home.

To learn more about this position, please send an email to [careers@flexpay.io](mailto:careers@flexpay.io).