



## **Customer Success Representative**

### **Job Overview:**

Ashcom Technologies Inc. is a premier developer of business system software and related mobile and web technology solutions servicing a variety of industries. Ashcom is currently seeking a dedicated customer success representative to manage customer interactions and coordinate support for our products and services.

### **Key Responsibilities and Duties**

- Responding to customer inquiries via phone, email, and chat
- Resolve customer complaints in a professional manner
- Provide product and service information and guidance
- Seeking and identifying expansion opportunities with existing customers
- Document and update customer records based on interactions
- Follow up with customers to ensure their issues are resolved
- Collaborate with the team to improve customer service procedures
- Identify and escalate complex issues to the appropriate department
- Maintain a positive and empathetic attitude toward customers
- Secure and process existing customer renewals several months ahead of the renewal date
- Track customer health and identify customers which may need additional attention
- Stay updated on product knowledge and company policies

### **Qualifications and Skills**

- Excellent communication and interpersonal skills
- Ability to handle stressful situations and diffuse upset customers
- Proficient in using customer service software and CRM tools
- Strong problem-solving skills
- Ability to multitask and manage time effectively
- Attention to detail and accuracy
- High school diploma or equivalent; a degree in a relevant field is a plus
- Flexibility to work in shifts if required
- Good typing skills and computer literacy
- Ability to work independently, contributing to team success

### **Salary Range**

\$50,000 to \$60,000 depending on qualifications and experience. Willing to negotiate with candidates who have a proven track record in customer retention.