BANYAN TECHNOLOGY

Clients Solutions Representatives (3)
Posted May 15, 2017

JOB SUMMARY We are seeking a Client Solutions Representative responsible for, but not limited to, Initializing Software configuration tasks for clients, training new clients/carriers, continually monitoring clients' accounts, and testing the SaaS applications.

DUTIES & RESPONSIBILITIES
- Create solutions, and maintain account web-based products and services
- Basic troubleshooting and testing the Banyan system, including new features for website releases
- Create internal and external system guides
- Daily tasks such as training clients, timekeeping and issue resolution
- Complete assigned tasks and projects that are assigned by supervisors
- Make notes of errors on systems or needs of clients and communicate them with IT department/Banyan staff
- Utilize the JIRA Service Desk and JIRA Software for issue tracking and resolution
- Contribute and collaborate ideas from yourself and Clients regarding the client experiences and feature updates
- Normal office responsibilities such as documentation, preparing spreadsheets, answering phones
- Participate in assigned client projects

CORE SKILLS & REQUIREMENTS
- Logistics knowledge a plus
- Associates Degree or higher preferred
- 2-3 years of generalized relevant clerical and Solutions experience
- excellent attention to detail and
- Strong PC skills including intermediate Excel, Word, and Outlook
- Position requires accuracy, attention to detail with strong documentation, excellent communications skills both verbal and written a MUST
- Must be well organized with strong analytical skills
- Operational courage to set and enforce internal expectations
- Attention to detail and adherence to process
- Ability to use discretion, exercise good judgment and resourcefulness, tact, diplomacy and maintain strict confidentiality
- Willing and able to put in extra hours when necessary

BENEFITS
- Health/Vision/Dental, Health Savings Accounts, Life insurance
- 401K Plan with match

Job Type: Full-time

Contact: Interested parties should email their cover letter and resume to Resumes@BanyanTechnology.com

COMPANY

Banyan Technology is North America's leading provider of live carrier and API connectivity for transportation management. With more than 1,300 carrier connections, Banyan Technology provides commercial shippers, brokers, and 3PLs with unparalleled access to carrier data. These connections boost efficiency, improve visibility, and deliver permanent reductions in shipping costs.

For more information, please visit www.banyantechnology.com.