

Job Description

Since 2009, NexOne has been a leading provider of software with a primary focus on Real Estate Technology including, Electronic Document Management (EDM), Transaction Management (TMS), electronic signing and accounting solutions enabling Real Estate professionals the ability to manage their business efficiently while effectively reducing costs.

This position is a unique opportunity to work in a rapidly growing company.

Responsibilities

- Delivering prompt and professional solutions for customer inquiries via phone, email, online chat etc.
- Maintaining high level of professionalism with clients and working to establish a positive rapport with each contact.
- Maintaining broad knowledge of all company products, services and promotions.
- Construct self help educational written and video content for our community members.
- Assist brokerage implementations with a brokerage implementation specialist.

Job Requirements

- Bi-lingual: English & French
- Post-secondary Degree or some level of post-secondary education
- Experience as a technical customer service representative for a software company or IT department.
- Experience learning new software and educating others on the use of it
- Previous technical support experience (face-to-face, chat, email or over the phone).
- Skilled facilitator to help with working group sessions and bubble up problem statements and possible solutions
- Smart, ambitious and interested in working, learning and growing with the company.

Technical Requirements

- Experience with different operating systems: Win 10, Mac OSX, Android, IOS, etc.
- Knowledge of relevant web browsers: Edge, Firefox, Chrome, Safari, etc.
- Experience with help desk & video conferencing tools is an asset: Jira Service Desk, RingCentral.
- Experience with Security products; Ad-Blockers, Anti-Virus, Firewall technology, etc. This position is a unique opportunity to work in a rapidly growing company.