

## **Success / Support Representative**

This is a full-time position in our Bellingham, WA office. Please do not apply if you are planning to work remotely. Please no walk-ins.

### **About Ben Kinney Companies Tech Division:**

Ben Kinney Companies Tech Division creates powerful productivity tools for real estate agents. We already have a growing number of professionals using our products, and we are excited to be developing a new and better version of our product with lots of additional features that have been proposed by our community of users.

### **Success / Support Representative Job Duties:**

To be the point person for our customers, thinking on your feet as you deliver world-class service. Here is what to expect:

- Be proactive about identifying the solution
- Take a hands-on approach to resolving every issue, taking it from start to finish
- Over time you will become well versed and knowledgeable about our products and services that we offer and function as the primary point of contact for customer service and support
- Resolve product or service problems by clarifying the customer's problem; determining the cause of the issue; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Maintain customer records by updating account information
- Maintain financial accounts by processing customer adjustments
- Recommend potential product modifications to developers by collecting customer information and analyzing customer needs
- Prepare product or service reports by collecting and analyzing customer information
- Contribute to team efforts by accomplishing related projects as needed
- Attract potential customers by answering product and service questions; suggesting information about other products and services

### **Success / Support Representative Skills and Qualifications:**

- Strong communication skills (written/verbal)
- Strong problem solving abilities
- Computer/Tech literacy
- 2-4 years experience in Customer Service/Account Representative/Client Care

- The ability to talk with-and listen to-our customers, like an expert

### **Additional Information**

- This is a full-time, non-contract position
- No telecommuting
- Must be willing to work in Bellingham, WA
- Salary DOE

### **Job Perks:**

- Unlimited Vacation
- Paid Time Off
- Medical Benefits
- 401(k)

Ben Kinney Companies Tech Division is a growing startup, based in Bellingham, WA. This means that you will be joining a company that's entering its early growth stages - which is exciting, motivating, and creates an opportunity to get involved at the ground level. No two work days are the same as we face new challenges, opportunities, and successes head on.

### **Ben Kinney Companies Tech Division**

2211 Rimland Dr., Suite 230  
Bellingham, WA 98226

### **Our software products:**

- Blossor: <https://www.blossor.com/>
- ActiveRain: <http://activerain.com/>
- Brivity: <https://www.brivity.com/>
- KWKLY: <http://kwkly.com/>

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. As a policy, the Ben Kinney Companies company does not sponsor employment visas.

Ben Kinney Companies Tech Division is an Equal Employment Opportunity employer. All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, or national origin.