



<b>POSITION TITLE:</b>	<b>Customer Experience Specialist</b>	<b>DATE:</b>	January 2021
<b>REPORTS TO:</b>	Manager, Customer Experience Group		
<b>SUBMIT RESUME TO:</b>	Paul Tarascio: <a href="mailto:ptarascio@avantisystems.com">ptarascio@avantisystems.com</a>		
<b>LOCATION:</b>	Toronto, ON		

**About Avanti:**

Avanti develops innovative, award-winning Print MIS solutions that help print and communication organizations automate all facets of their business and cultivate a more meaningful relationship with their customer.

For over 30 years, our success has been based on the quality, caliber and passion of our people. Knowing that you are our most valuable resource, we consider it essential to provide a working environment where you can reach your full potential.

Each of our team members is given the tools and opportunities to do their very best every day. We value everyone’s input and foster a culture of open communication.

Since 1984, Avanti has been providing industry-leading and JDF-certified print management software to Commercial and In-Plant print shops. We have developed the most open industry solutions for Sheetfed, Web, Digital, Large Format, and Binderies with integrated modules extending from the Internet through to the shop floor, CRM, and invoicing.

With hundreds of implementations, Avanti has a proven track record delivering stable, reliable, integrated solutions to companies worldwide. We are a leader in best practices fostered in mutual trust, respect, fairness and honesty.

Isn’t it time you reached your full potential?

**Position Summary:**

Reporting to the Manager, Customer Experience Group, as the Customer Experience Specialist, you will work directly with customers, providing product support and guidance with top-of-flight customer service skills.

**PURPOSE / ACCOUNTABILITY**

- Learn the product platform and utilize documentation, previous ticket history and training to service customer requests
- Respond to high profile, high impact customer escalations in a fashion that inspires confidence and continued customer loyalty
- Aims to delight every customer they interact with by providing a world-class support experience
- Utilizes a fantastic personality and excellent communication skills to advocate for customers internally
- Proactively manages customer expectations and relationships internally (development, testing) to ensure the best outcomes

## REQUIREMENTS

- You are passionate about technology with a proven technical aptitude
- You have a love for collaboration and dedication to providing a world-class customer experience
- Knowledge of common Customer Experience solutions and workflows
- Comfortable juggling multiple deliverables with a 'get it done' attitude
- Experience with Zendesk, JIRA and other similar platforms a plus
- Moderate technical skills (Windows, SQL Server, scripting) a plus
- Empathy and a unique ability to understand customer needs
- Excellent executive communication skills, interpersonal skills, and eloquent writing skills
- Strong sense of ownership and pride in all work delivered
- Able to work a flexible schedule as needed including the possibility of shift work to cover our customers in different time zones

## RELEVANT BACKGROUND

- Bachelor of Computer Science, Business Administration or experience at a technology company or relevant consultancy is ideal
- Experience supporting Enterprise Size ERP customers a plus
- Knowledge of Commercial Print Workflows a plus