



# SEM Applications, Inc.

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## **Position Title: Customer Service and Software Trainer**

### **Position Description:**

We are looking for a talented individual to join our customer service and training team. SEM Applications, Inc. is an established company that has been in business since 1997 and has experienced continuous growth! We work in a fast-paced, dynamic, and entrepreneurial environment and encourage participation and feedback. This positions will provide customer support to resolve EMS software issues for customers through phone, email, and online assistance. The ideal candidate will maintain well-coordinated relationships with both existing and new customers to expand their use and knowledge of the EMS application. Daily activities will include conducting online trainings for new users as well as scheduling and conducting monthly training for existing users as well as assisting with technical support for customer issues. Customer service experience and excellent communication via phone and email support is required.

### **Essential Functions:**

- Develop and maintain proficiency in the company's software application and core technologies
- Answer incoming calls, monitor support emails and schedule online support/training for client related issues related to the software and/or user error
- Understand basic work flow, objectives, staffing and business processes for our customer's daily operations to better provide support and solutions to meet their ongoing needs
- Ensure the customer understands the application features through training sessions and on-demand support
- Plan and conduct monthly online training classes for customers to highlight features and capabilities of the software that can potentially enhance their business and aid in retention
- Document all communications and solutions for future internal use.

### **Qualifications and Experience:**

- Excellent verbal and written communication skills via phone, email, and online support
- Proven ability to clearly and effectively interact with customers in a friendly and professional manner
- Strong problem solving skills. Ability to interpret the customer's needs and provide the appropriate solution
- Ability to act independently, take initiative and complete tasks in a timely manner
- Ability to multi-task in a busy environment with distractions
- Detail oriented
- Desire to continuously increase in knowledge and understanding of our work

If this is the right position for you, please submit your resume, cover letter (including salary requirements), and references to [jobs@semapplications.com](mailto:jobs@semapplications.com)