

FULL-TIME IMPLEMENTATION SPECIALIST POSITION AVAILABLE

Fundriver, a fast paced, entrepreneurial technology solutions company, is looking for a full-time Implementation Specialist. Looking for candidates who thrive in a collaborative virtual environment working from home. As a small, growing company, Fundriver employees participate in decisions about how the business operates and contribute directly to Fundriver's growth.

Job description:

The most important aspect of this position is to help maintain a high level of support as we service 400+ clients. Specifically, the mission of this position is to guide clients through successful implementation and provide high-level customer support for clients.

The role of the Implementation Specialist is to work collaboratively within the Client Experience model and must be able to work well within a team.

Main responsibilities:

- Guide Clients through successful implementation using implementation tools and expertise in Endowment Accounting and Best Practices and verifying client needs have been addressed during each step of the process
- Identify supplemental services and communicate to client when items will require a statement of work
- Work efficiently to troubleshoot client issues and proactively assign members of Client Experience Team to resolve tickets as needed
- Participate in weekly team meeting to review client support related items that require training and/or documentation, communicate best practices, provide internal training to team on professional development and/or new tools to support clients efficiently
- Deliver High Level Support to Client Experience Team and Clients by proactively assigning tickets, meeting deadlines, prioritizing work items, communicating work flow, and tagging tickets for weekly reports

Qualified candidate requirements include:

- Ability to translate accounting principles and practices to a wider audience
- Bachelor's degree in Accounting, Finance
- Three years of experience in Endowment Administration/Accounting, preferably using Fundriver
- Strong communication and teamwork skills with an open, friendly demeanor
- Intermediate to Advanced Excel skills
- Excellent attention to detail, time management, prioritization, multitasking and organizational skills
- Experience working independently
- Dedication to excellence in customer service
- Ability to work from home

To learn more about Fundriver, please visit our website, <http://fundriver.com>. Qualified candidates, please send cover letter, resume and salary requirements to hire@fundriver.com. Competitive salary and benefits provided.