

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
- Serve as back up to the Endowment Accounting Specialist group, taking tickets during times where help desk is experiencing high volume or upon request

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.