



W S I P C

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www.wsipc.org

Product Support Representative

WSIPC – Reference # 201201

Salary Range: \$45,958 - \$53,911

Why WSIPC? At WSIPC We Take Pride in Nurturing a Culture Where...

We are a team – We care about the growth and development of our people and the Cooperative.

We pursue excellence – We are continuously learning and striving to improve our skills, services and culture.

We are passionate and creative – We are inspired by our Cooperative members to innovate and develop solutions that best fit their needs.

We are accountable and supportive – We take responsibility for our decisions and collaborate to ensure the best outcomes.

We communicate honestly – We work in a transparent, open, and trust-based environment.

We have serious fun – We take the time to enjoy ourselves, because hard work and innovation are fueled by a good work-life balance and a lot of personality.

We serve our community and we *are* our community – We are part of the community we serve and we are invested in its success.

About the Position

This person will provide the first level of support to clients by reviewing, triaging, and coordinating support requests, and assisting with department level communication. This includes ensuring Service Level Agreements (SLA) are met, responding to initial client inquiries, reviewing support requests for needed information, and some basic product support that doesn't require advanced product knowledge. This person will assist with administrative tasks related to training offerings, product release notes, and various messaging out to clients. While a familiarization with K-12 student, business, payroll and HR operations is a benefit, a customer service focused mindset is a paramount trait in caring for our customers and succeeding in this position. This is a nonexempt level job.

Ideal Candidate Qualifications

- Exceptional customer service orientation and interpersonal skills
- Superb written and oral communication skills
- Ability to effectively prioritize and execute competing tasks in a high-pressure environment
- Familiarity with performance under service level agreements, and expectations surrounding mission critical problem resolution
- Prior Product Support experience preferred

Employment Benefits

This is a full-time position. WSIPC provides a comprehensive benefits package including but not limited to twelve holidays, medical, dental, vision, and paid sick leave. Visit www.wsipc.org for a full list of benefit offerings.

Apply Now!

What a great place to work! Apply now by emailing your resume to employment@wsipc.org

WSIPC is an EOE.