



W S I P C

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[www.wsipc.org](http://www.wsipc.org)

## **Product Support Representative**

**WSIPC – Reference #20240303**

**Start Date – As Soon As Possible**

**Resume Review will begin June 14, 2024**

**Salary Range: \$49,289 - \$53,352**

The salary is dependent on experience and qualifications.

### **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 Product Support & Services Department**

WSIPC Product Support & Services is passionate about service. Our client's success is our focus. While there is uniqueness to each of the support teams, the goal of the department remains the same, which is to serve and support our clients while meeting WSIPC's Vision - to be the exception in service. The Product Support & Services department is comprised of open-minded leaders who welcome everyone's ideas and suggestions, fostering innovation and prioritizing change. We are good listeners, reliable, open to feedback, strive for continued development, and value opportunities to build workplace relationships.

### **About the Position**

WSIPC is seeking a product support professional who is passionate about serving others. In this position, the candidate will be working with all teams in the Product Support & Services department to 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 role. This is a nonexempt position.

### **Ideal Candidate Qualifications**

- Exceptional customer service and interpersonal skills
- Superb written and oral communication skills
- Ability to effectively prioritize and execute competing tasks in a high-pressure environment

*Inspired by education. Empowered by technology.™*

- Familiarity with performance under service level agreements, and expectations surrounding mission critical problem resolution

### **Employment Benefits**

This is a full-time position. WSIPC provides a comprehensive benefits package including but not limited to thirteen holidays, medical, dental, vision, paid vacation ranging from 12-22 days per year and up to 8 hours of paid sick leave per month. We are a part of DRS for a pension program. Visit [www.wsipc.org](http://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](mailto:employment@wsipc.org)

WSIPC is an EOE.

Must reside in the State of Washington