We are looking for a Client Support Specialist to help streamline our customer service experience and become a core contributor in continuing to provide the highest level of support to our clients. Our ideal candidate is someone who deeply cares about client success and has a strong passion for teaching and problem-solving.

Primary Responsibilities:

· *Manage and effectively resolve customer support requests through various channels.*
· *Troubleshoot and resolve complex customer issues while escalating necessary issues in a proactive manner.*
· *Lead training webinars on various topics while gathering feedback from attendees.*
· *Help drive product adoption, share best practices and implement growth and optimization strategies for maximum value and success within customer base.*
· *Contribute to our Knowledge Base by continuously adding and updating content.*
· *Maintaining a positive, empathetic and professional attitude toward customers always.*

Skills/Qualifications:

· *Finance, Communication, or Information Systems degrees preferred. (Recent graduates welcome).*
· *Strong customer service, passion to deliver exceptional service*
· *Communication proficiency; excellent verbal and written skills*
· *Aptitude and willingness to gain complete knowledge of software capabilities in order to provide excellent service to platform users.*
· *Proven organizational skills and exceptional time management skills*
· *Proficient skills in Microsoft Office software, emphasis on Excel.*

About Advyzon

Advyzon is an intuitive, cloud-based platform for investment advisors. By providing most, if not all, of the technology an advisory firm needs to run their business, we help advisors streamline their operations so they can focus on growing their business. We feel that technology should be simple to use, innovative and backed by exceptional client service.

Kelly Fitzpatrick, CFP®
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