HeavyConnect Software Support Specialist

Mission

HeavyConnect empowers food producers to simplify operations and work-life with easy collaboration software.

About us

Based in California's Salinas Valley, HeavyConnect is the leader in mobile workflows for the farming industry.

HeavyConnect simplifies operational complexity and regulatory compliance for the agriculture industry by leveraging the burgeoning capabilities of standard mobile devices. We have created a mobile platform that digitizes the paper-based workflows of remote farming and processing operations. Since inception, HeavyConnect has evolved beyond digital data collection to providing workflow collaboration tools for teams that focus on Food Safety, QA, Pest Management, Worker Safety, Employee Time & Attendance, and more.

About the role

Our clients have access to high levels of support from our Customer Success team. As a Software Support Specialist, you play a critical role as the first point of contact for clients contacting the Help Desk for our SaaS products. You are a strong multi-tasker who can work successfully across multiple teams to resolve issues in a timely manner. You are also a tech-savvy product expert with strong attention to detail and ability to go beyond clients' initial requests to understand their underlying needs. This position has clearly defined growth pathways.

Responsibilities
- Answer service calls & chats 24/7; asking customers targeted questions to understand the root of the problem quickly.
- Take ownership of reported customer issues and see problems through to resolution.
- Research, diagnose, troubleshoot, and identify solutions to resolve system issues.
- Multi-task and track dozens of open tickets at various stages of completion.

- Proactively identify training needs and communicate with Account Managers.
- Work with multiple teams to find, analyze, and resolve client issues.
- Communicate the root cause to clients in non-technical terms.
- Proactively identify clients experiencing repeated issues or requests that are not resolved to the client's satisfaction. Escalate issues, as needed.
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams (e.g. software developers).
- Refer to internal database or external resources to provide accurate tech solutions.

About You

- Bilingual Spanish/English speaker (Native Spanish speakers preferred).
- You are highly responsive; you always keep your phone on and love to talk.
- You have a positive attitude and you love to exceed customer expectations.
- Excellent problem solving and analytical skills.
- Outstanding oral and written communication skills.
- Ability to convey technical information to a general audience.
- Aptitude for learning new technologies quickly.
- Extremely detail oriented and highly organized.
- Ability to prioritize tasks and carry out responsibilities with minimal direction.
- Remote experience is preferred but not required.
- Agriculture industry experience is preferred but not required.

More…

Company: HeavyConnect, Inc.

Location: Monterey County, California, USA; remote possible for the right candidate

Benefits: The ideal candidate will receive a full benefits package including medical, dental, and vision.

Inclusion: Come as you are. We celebrate diversity and are committed to creating an inclusive environment for all employees. HeavyConnect is an equal opportunity employer.

To apply, email contact@heavyconnect.com with the subject line "Software Support Application". Please include your resume with your email.