

**Job Description:**

The ideal candidate must be customer-service oriented, work well in a team environment as well as be self-motivated, have good organization skills, be able to effectively manage multiple tasks simultaneously, be attentive to detail, and be able to learn quickly on the job.

The ability to own tasks, clearly communicate requirements, delays, completion, and prioritize a constantly shifting schedule of deadlines is paramount. The candidate will work closely with various internal teams to ensure on time delivery of provided data from customers for adoption of Pricebook Digital™ products.

**Responsibilities:**

- Manage multiple customer projects and ensure all deliverables are completed on time by respective parties
- Consistently update all internal and customer stakeholders on any progress and/or roadblocks to maintain alignment and transparency, while continually driving the project forward to meet established deadlines
- Develop and foster long-term relationships with customers, built upon trust and having their best interest at heart; manage expectations and navigate customers through challenging conversations, especially by phone
- Coordinate across internal teams to deliver against defined timelines and partner closely during launch to ensure a successful customer onboarding
- Assist customers with all aspects of our software via phone, chat, email, and screen-sharing sessions, with a primary focus on customer satisfaction
- Become a Pricebook Digital™ product expert and help both customers and coworkers succeed via knowledge sharing and identifying creative solutions to unique workflow needs
- Utilize support tools such as Zendesk to efficiently deliver a world class customer service experience
- Work closely with a diverse internal team to provide superior quality customer service and maintain a positive environment
- Champion customer needs internally by providing feedback and communicating customer needs to internal stakeholders
- All other duties as assigned

(continued)



**To Be Successful In This Role, You'll Need:**

- Excellent people skills: must be empathetic, patient, confident, good-humored, and able to interact well with a broad spectrum of personality types
- A clear view on what constitutes top tier customer support and capable of executing top tier customer support by phone, chat, email and other means
- Ability to work smoothly within a team and understand that we succeed or fail together
- Ability to thrive in a culture of feedback
- Self-motivated and capable of efficiently learning and using complex software quickly as well as teaching aspects of that software to others
- An efficient and effective problem-solver with strong critical thinking skills and troubleshooting abilities
- Intelligent, self-motivated, quick thinking, and fast learning
- Maintain a customer service attitude even in the most challenging situations, organization and attention to detail while multitasking in a challenging, fast-paced environment
- Work independently in a remote environment and the ability to manage and maintain your own IT
- Computer knowledge
- Proficiency in Word, Excel, PDF, and other common work software

**Equal Opportunity Employer**

Pricebook Digital™ does not discriminate against employees based on race, color, religion, sex, national origin, gender identity or expression, age, disability, pregnancy (including childbirth, breastfeeding, or related medical condition), genetic information, protected military or veteran status, sexual orientation, or any other characteristic protected by applicable federal, state or local laws. We are an equal opportunity employer, and we celebrate the diversity that each employee brings to the table. We value the convergence of fresh, unique perspectives and experiences from all walks of life and believe that makes us stronger as a company.

**About Pricebook Digital™**

Pricebook Digital develops and markets sales and pricing software and related technologies for the HVAC industry and other specialty contracting industries in the U.S. and Canada. Our solutions provide value through the entire supply chain, from manufacturers, distributors and dealers through to homeowners and small business consumers. We are a fully remote, new generation company with a strong team culture, and a mission to provide outstanding products, services and support to our customers while having fun doing it.



To apply for this role, visit <https://pricebook.digital/join-our-team>