

Product Support & Training Specialist

Do you want to spend your waking hours working for a large corporation? Or would you rather apply your proven technology and leadership skills to accelerating the evolution of a social network and mobile solution that supports hundreds of top charities - on three continents.

Artez is a fast-growing, downtown Toronto-based company that is looking to expand our talented team.

The Team: We choose top talent who will thrive in our culture of freedom, responsibility, innovation and self discipline. There are 55 of us located in Toronto, Boston, London England and Melbourne Australia. We've been at this for more than a decade, and we love what we do. We've already built one of the world's top online fundraising solutions, and we're committed to increase our lead in global social network and mobile fundraising solutions.

Where we work: Our office is in the vibrant Queen & Spadina neighborhood and is TTC accessible. We work in an open-concept loft space, located in a historic eco-building with a bio-wall and sun-drenched rooftop garden (some days, anyway) - check out www.robertsonbuilding.com . We are family-friendly and reasonably flexible regarding work hours. We promote diversity and have built the right environment for people to manage and balance their work/life demands.

The Client Care Product Specialist is about:

- Becoming the lead Artez contact for phone and email support, including answering incoming calls/emails, investigation and problem-solving.
- Representing the company with personable and helpful customer service. Building one-to-one relationships with our client contacts.
- Helping our clients become delighted with our product and services.
- Understanding the product solution on an expert or "power user" level to serve as an internal resource for development and client teams.
- Updating and coordinating product documentation and system alerts.
- Collecting client and system information, providing written/verbal cases status updates as required (daily, weekly, and monthly).
- Maintaining and updating an understanding of the non-profit sector as it relates to our clients' needs.
- Delivering external and internal training programs on the Artez Solution.



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The ideal candidate will have:

- Excellent verbal and written communication skills.
- The ability to communicate complex technical details to a non-technical audience.
- Experience in setting and communicating expectations to clients; possesses skill in mediating and resolving problems, and managing the progress of open cases.
- Exceptional interpersonal skills, must be able to demonstrate a successful history working within a team environment.
- Excellent computer/Internet skills with proficiency in the Microsoft Office suite including Word, PowerPoint, Excel.
- Experience deploying or supporting web-based systems strongly preferred, especially within a CRM context. (Knowledge of Salesforce a plus. Knowledge of new media/web development a plus.)
- Must be highly organized and able to process and track a number of tasks under tight timelines.
- Can demonstrate solid analytical and statistical skills.
- Knowledge of Photoshop, CSS, HTML, and JavaScript would be beneficial
- Knowledge of the non-profit community a plus

If you are interested in applying for this position, please submit your resume to Anna Romanova at aromanova@artez.com