



## **CUSTOMER SERVICE REPRESENTATIVE**

### **WHY WORK WITH EDULOG?**

As an employee at EDULOG you will have the opportunity to gain invaluable experience in the software industry while helping improve the student transportation system through our leading edge technology nationally and internationally. EDULOG is a great company to expand on your existing knowledge and provides you with opportunities to grow professionally and move interdepartmentally as your skills develop. EDULOG is a collaborative and creative atmosphere where employee ideas are encouraged and appreciated.

### **SUMMARY & OBJECTIVE**

You will be responsible for troubleshooting of a wide range of company specific applications – the EDULOG suite of applications. You will be required to maintain a high level of customer satisfaction and relaying concerns of the customer to your lead as needed.

### **PRIMARY FUNCTIONS**

- Answer both technical and customer service related inquires for EDULOG suite of products.
- Assist customers in diagnosing and/or troubleshooting EDULOG suite of products.
- Document and track tickets in the CRM
- Provide a strong customer focus and have the ability to deal with a wide range of clients both hosted internally and externally.
- Provide a broad understanding of the EDULOG software and show the initiative to take on new and more complex situations and projects with a guidance and approval of your supervisor.

### **EDUCATION REQUIREMENTS & QUALIFICATIONS**

- 1+ years' experience in a technical customer service or technical support role
- Excellent verbal, written, and listening communication skills with both internal and external clientele
- Demonstrated effective analytical and problem solving skills
- Ability to work independently, yet support team responsibilities

**TO APPLY:** Please visit our website at <https://www.edulog.com/employment/> to complete an application, and submit your cover letter and resume.

**Smarter Transportation.**

Education Logistics, Inc. | 3000 Palmer Street | Missoula, MT 59808 | [www.edulog.com](http://www.edulog.com)

Education Logistics, Inc. is an equal opportunity employer.