



CLIENT SUPPORT COORDINATOR (ATHENA)

WHY WORK WITH EDULOG

EDUCATION LOGISTICS (“Edulog”) offers exciting opportunities to enhance your career in a custom software company. As an employee at Edulog, you will join teams that improve student transportation systems through our leading-edge technology across the U.S. and internationally. You will have the opportunity to gain invaluable experience in the software industry, allowing you to grow professionally and move interdepartmentally as your skills develop. If you are looking for a dynamic company, in which to expand your knowledge and experience professional growth, consider Edulog for a collaborative and creative atmosphere where your efforts are appreciated.

SUMMARY

Edulog’s Athena product is a cloud-based routing solution for school districts, offering an integrated suite of route management, planning, reporting, telematics, and a parent app. The Athena Service Provider (ASP) department bridges the functions of data services, training, and support to enhance service delivery and client satisfaction. This group assists our clients with data management, processing data, and special projects. They work collaboratively to meet customer requirements and escalate issues when necessary. The ASP team provides tailored training experiences based on gap analysis and collaborate with the Training Department to evaluate training effectiveness. They provide ongoing technical support and stay updated with software trends to ensure relevant training content. This department also assist users with technical issues, offering troubleshooting, guidance, and documentation. By integrating these areas, the ASP department ensures a cohesive and efficient service experience, prioritizing customer needs and continuous improvement.

The Client Support Coordinator role is an entry-level position within the ASP department, supporting the seamless integration and high-quality service delivery across data services, training, and support. This role involves assisting with various tasks to ensure the efficient operation of the department and maintaining a focus on customer satisfaction. This position provides a foundation for growth within the ASP department, offering opportunities to develop skills and gain experience in various aspects of service delivery and client support.

DUTIES & RESPONSIBILITIES

- Working knowledge of At-Risk Policies and escalate risks to manager.
- Providing support to team members: Assisting with tasks and fostering a collaborative work environment.
- Implementing strategies: Supporting the development and implementation of strategies to improve service delivery and operational efficiency.



- Resource allocation: Assisting in the effective allocation of resources to meet project and customer needs.
- Tracking performance: Monitoring team performance against key performance indicators (KPIs) and assisting with necessary adjustments.
- Resolving issues: Addressing and escalating issues to ensure timely and effective solutions.
- Process improvements: Identifying opportunities for process improvements and supporting their implementation.
- Correspond with clients directly, by phone as priority, to gain understanding of issues reported or requests made, what client is trying to accomplish and ensuring their needs are met.
- Training and development: Supporting ongoing training and professional development for team members to stay current with industry trends and software updates.

SKILLS & QUALIFICATIONS

- Ability to quickly learn and gain in-depth technical understanding of 3 or more advanced Edulog product functions.
- Understanding of data management: Basic knowledge of data building, processing, and analysis.
- Software knowledge: Familiarity with Education Logistics (Edulog) software and related systems.
- Problem-solving skills: Ability to assist in diagnosing and resolving software and data issues.
- Communication skills: Strong interpersonal, written, and verbal communication skills.
- Team collaboration: Ability to work effectively within a team and support team members.
- Multi-tasking: Capability to handle multiple tasks simultaneously in a fast-paced environment.
- Time management: Efficiently managing time to meet deadlines and maintain workflow.
- Attention to detail: Ensuring accuracy in data, documentation, and service delivery.
- Adaptability: Thriving in a dynamic working environment and maintaining a positive attitude.
- Continuous learning: Staying current with industry trends, software updates, and best practices

TO APPLY: Please visit our website at <https://www.edulog.com/careers/> to fill out an application and submit a cover letter and resume.