



# sellercloud

## Software Implementation Specialist

**Sellercloud** is a USA-based software company dedicated to helping online retailers meet the challenges of multichannel selling through synchronization, simplification, and automation. We are a Software-as-a-Service (SaaS) company and a leading eCommerce management system.

Have you ever postponed important lectures, missed exams, or just had to do some trivial tasks during the day, but couldn't due to regular working hours? Well, now you would be able to as in this role you'll get the time for all of the above as working hours are as set Mon-Fri starting 4 p.m.

Have you ever imagined getting in touch with big businesses in the USA and playing a key role in their development? As a **Software Implementation Specialist**, you will help our clients get onboarded quickly and efficiently and benefit from the perks of using **Sellercloud** platform.

### What are job responsibilities:

- Provide client service by answering questions about products offered by **Sellercloud**
- Help new customers unleash our product's potential in the shortest way possible
- Help the customers define their needs and manage their timeline toward seeing value
- Respond to customers emails, chats, and calls regarding implementation
- Work with sales, product, and support teams to ensure that each piece of the journey meets customer expectations
- Test and troubleshooting final system setups
- Build and maintain strong relationships with customers
- Recommend improvements to all procedures and ensuring optimal level of client satisfaction at all times

### What we expect from you:

- Professional communication skills and fluent English C1-C2 (written and verbal)
- Strong interpersonal skills and a passion for providing exceptional service
- Ability to working as a team, as well as independently
- A passion for software, figuring things out and helping others
- Knowledge of MS Office suite
- Available to work a **16:00 - 00:00/ Monday-Friday**
- Experience in providing support to clients in a software environment is a big plus
- Knowledge of e-commerce and a technical background are a big plus

### We got you covered with:

- 25 days of paid leave
- Mentoring, training, and career development opportunities
- Be part of a close-knit, friendly, and supportive team
- Hybrid model of work
- Parental bonus
- Referral bonus
- Participation in training sessions (internal & external)
- Annual medical checks
- Gift cards
- Additional health care lux package
- Transportation benefit
- Gym Membership or Multisport card
- Food vouchers
- Prime office location
- Refreshing drinks and snacks at the office

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