



Centricity Global
1250 N Wenatchee Avenue, H250
Wenatchee, WA 98801
www.centricityglobal.com

Customer Relations & Support Advisor

TITLE: Customer Relations & Support Advisor

HOURS: Typically Business Hours PST; with some cross-timezone events and limited overnight travel

LOCATION: Greater Wenatchee Area (preferred) or Central Washington State

ORGANIZATION ALIGNMENT: Commercial Team, Customer Engagement & Communication

DIRECT REPORT: Commercial Officer

COMPANY: Centricity is an industry leader providing technology solutions to the global Agriculture community. We develop and market specialized software and digital tools that promote a safe, sustainable, secure and socially responsible global food supply that is rooted from “farm forward perspective”.

POSITION SUMMARY: The Customer Relations - Support Advisor is ideally bilingual in English and Spanish and is responsible for ongoing support and maintenance of customer accounts. In addition to acting as 1st-tier support and providing consultation on system usage and future growth, the Customer Relations and Support Advisor will play a critical role in building strong customer relationships and ensuring customer satisfaction. It will be their responsibility to manage issues to resolution and execute on a customer communications plan to foster strong internal and external relationships. This individual will be responsible for managing our maintenance commitments with customers and will largely be measured by overall customer satisfaction.

This role consists of 60% customer support and outreach (phone, chat, email, in-person), 20% testing and QA efforts and 20% training, documentation. It is expected that you will have the ability to be accurate, communicate effectively, solve problems, have technical aptitude, work under pressure and be agile. Shifting priorities and issues are inherent in a growth company such as Centricity. This position has future potential to define, create and manage a team of customer care agents and support specialists.

ENVIRONMENT: Centricity is a team of intelligent and capable people with diverse backgrounds and history; each of us bring our unique passion to the food industry through the delivery of consulting, software and API services that enable better decisions on the farm, forward across the supply chain. A successful candidate will demonstrate mindfulness, respect and compassion for themselves and others in high productive, professional environment.



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PRIMARY JOB DUTIES

- Act as the focal point for all service and support activities relating to his/her accounts
- Provide service and product information, solutions and relevant details to customers
- Create and maintain a customized services & support plan for the specified accounts that compliments the overall Strategic Account Plan
- Develop an understanding of customer processes, preferences and on-boarding requirements per license type
- Troubleshoot and work with the team analysts to identify technical issues
- Drive resolution of top technical issues and the specified accounts
- Notify account team of potential opportunities outside of current solutions in place
- Contribute information to the Product Management team relative to the product/feature enhancements for the specified accounts
- Act as a proactive change agent driving continuous improvement at Centricity and the customer
- Manage the maintenance commitments per customer contracts
- Assist in high level and detailed technical and business consultation along with the account team for the specified accounts
- Deliver account updates to the sales team
- Reinforce our reputation of excellence by implementing the "Centricity Customer Experience" at every interaction with both internal and external customers, team members and vendors

ADDITIONAL JOB RESPONSIBILITIES

- May be assigned to do special projects or to perform other related duties as required to meet the business needs of the company
- Manage and update all user accounts
- Meeting project deadlines with the intent to beat our own deadlines
- Train new hire Support Advisors
- Identify, escalate and/or redirect priority issues to others as needed
- Attend and interact at tradeshow events requiring periods of standing or sitting as well as lifting of objects up to 40 lbs.
- Attend meetings off-site requiring reliable transportation, a valid driver's license and insurance.



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SKILLS, ABILITIES & QUALIFICATIONS

- Proficient with demonstrated experience in customer service and support role
- To better service our customers, bilingual (Spanish/English) is preferred
- Strong overall technical aptitude. Specific proficiency with Google [email, calendar, docs, spreadsheets etc.], office productivity software and an advanced level familiarity with MS Excel® reporting and data analysis, as well as Windows, Modern Web Browsers and Basic Principles of Consumer and Small Business Software and Hardware Functionality
- Exceptional verbal and written communications skills and effective presentation skills
- Ability to analyze and resolve complex issues, both logical and interpersonal
- Strong time management skills and ability to effectively manage multiple priorities
- Ability to lead outbound and inbound calls pertaining to support and/or customer satisfaction
- Strong analytical, problem-solving, and interpersonal skills
- Ability to translate customer requirements into product functionality and design
- Ability to work independently and integrate into a team environment
- Experience providing customer support with the ability to negotiate and defuse conflict
- Experience conducting training for customers and prospects
- Ability to lead training sessions with confidence
- Previous experience in the agriculture industry is preferred but not required

PROFESSIONALISM AND COMMUNICATION

- Demonstrate professionalism by being in regular attendance and arriving on time to work, staff and customer meetings, as well as all other assigned duties
- Work cooperatively to create an atmosphere of unity and trust
- Utilize professional communication with strong grammar, syntax, usage and/or spelling skills during phone or in-person conversations, email and other written communication as well as social media such as Facebook, Instagram, Twitter, etc.
- Maintain professional appearance and follow Centricity standard of dress. This standard of dress also applies to social media posts in regards to modesty in both dress and action
- Communicate information regarding calendar, planned activities and other events that are imperative and time sensitive to the team
- Check staff email regularly and check in-box daily reading all tickets, updates, notes, and notices in a timely manner. Respond to internal and external communications in a timely manner



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GUIDING PRINCIPLES

- The conduct of our company and our partners will be pursued with honesty and integrity
- To maintain our customer commitment to data ownership, privacy and intellectual property
- To continually promote an atmosphere of futuristic thinking, open communication and creative expression
- Strive to exceed the needs and expectations of our customers and partners

COMPENSATION, POSITION, ADVANCEMENT

- Competitive compensation commensurate with skills and value delivered
- Role, Title and compensation may be adjusted with capabilities demonstrated

APPLICATION

- Please email your resume and cover letter to Sarah: **sz {at} centricity.us**

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Centricity is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. If you have a disability or special need that requires accommodation, please let us know.

Approved CCO and CAO: 5/1/2017.