

NOW HIRING

CUSTOMER SUPPORT SPECIALIST

#FARMERPOWER

Farmobile LLC is a growing AgTech startup passionate about helping farmers to collect, share and monetize their data for real-time visibility, better insights and revenue opportunities to strengthen farm families. Farmobile brings that mission to life with a culture founded on employee empowerment, mutual respect, collaboration and fun. We strive to strengthen rural communities and existing farmer relationships, and we strongly believe in farmer data rights. Join our fast growing team as we continue to make a big impact in the Ag Tech world! Visit farmobile.com to learn more.

The Customer Support Specialist is responsible for strengthening customer relationships by listening to customers and resolving customer issues and requests. This position reports to the Director of Customer Success and is a critical component of the Customer Operations team. Customer Support Specialists gather and record customer issues and requests, work with the Farmobile team to resolve issues as quickly as possible, and follow-up with customer to ensure resolution.

RESPONSIBILITIES

- Collect, record and resolve customer issues and requests: log and clarify customer issue, determine the cause of the issue, collaborate internally to identify the best solution for the issue, monitor issue resolution and escalate as needed, and follow-up with customer to ensure resolution
- Professionally handle high volume calls and emails; address issues promptly; follow-up with customer for long standing issues
- Maintain accounts for all products and services with current customers including permissions management, PUC assignment, etc.
- Monitor system health; notify leadership team when system health issues arise
- Gather customer feedback; share feedback with the leadership team to resolve customer challenges
- Assist other Farmobile teams with increasing customer satisfaction: assist Sales with account management, assist Customer Success with customer success plans, assist Product by sharing customer feedback and providing product improvement recommendations, assist Data Services with data quality monitoring and data processing, assist Marketing with customer communications and marketing campaigns
- Act as the liaison between the Customer Operations, Sales, and Product teams to ensure customer issues are effectively and efficiently resolved and communicated
- Collaborate with other members of the Customer Operations team to improve overall processes and tools; specifically participate in improving customer support programs and initiatives
- Ability to accept and embrace change within fast-paced business environment

REQUIREMENTS & QUALIFICATIONS

- Background in production Agriculture and deep understanding of the industry
- Familiarity with information systems technology
- Strong organization skills and attention to detail
- Strong empathy for customers AND passion for revenue and growth by delivering value for customers
- Demonstrated desire for continuous learning and improvement
- Excellent communication and presentation skills
- Willingness to roll up your sleeves and get your hands dirty
- Bachelor's Degree in Agriculture or related field or equivalent work experience

BENEFITS

- Casual dress in a creative environment
- Free lunch (and snacks and cookies and shirts)
- Collaborate with an incredibly talented team
- Innovate with big data in a dynamic, real-time environment
- Eligible for Farmobile's 401k and group health plans, including medical, dental, vision and other voluntary benefits

APPLY

people@farmobile.com