



Client Support Services - Consultant– Job Description

Job Description Summary: This position provides front-line support for incoming questions, concerns, and software support issues for MuniWare clients. This position also supports MuniWare quality assurance processes, design, sales, and marketing activities. This position provides training for clients, (including off-site client program installations/training) and in-house support testing of MuniWare applications. This position participates in strategic and operational planning, along with other company projects as required.

Reporting Responsibilities: This position reports directly to the Client Support Services Team Lead.

Specific Areas of Focus:

- Software support;
- Client training;
- Support of quality assurance, product, and processes design initiatives as required;

Specific Duties & Tasks:

- Providing daily support to MuniWare local government clients in the effective use and understanding of MuniWare applications and services;
- Providing continuous training to MuniWare local government clients on the features, capabilities and processes associated with MuniWare applications and services;
- Providing assistance in the research and development of MuniWare's products
- Providing support in the area of quality assurance (specifically with application enhancement recommendations and testing processes);
- Providing support to MuniWare's strategic and operational objectives through participation on project teams and through support of corporate events as required
- Assisting with administrative duties such as answering the phones, and maintaining company equipment;
- Providing cover-off support to other areas of the company during vacations and peak times;
- Completing other duties, as assigned.



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Skills/Knowledge/Abilities/Qualifications:

- Be an enthusiastic, empathetic, self-starter who is passionate about working with people, and can engage with clients, partners and colleagues in a tactful, professional manner
- Has good computer skills in a Microsoft environment, including Microsoft Office applications
- Has accounting experience, preferably in the Local Government Sector
- Understands basic SQL scripting
- Has an understanding of the local municipal government sector
- Demonstrates proven ability to work and learn independently as well as in a team-oriented environment;
- Possesses excellent time-management and multi-tasking skills;
- Possesses above average written and verbal skills
- Demonstrates excellent troubleshooting skills;
- Functions effectively in the execution of their role with little supervision;
- Possesses a valid driver's license;
- Able to work onsite at the MuniWare office located in Morinville, Alberta;
- Able to travel to client sites as required.
- Previous software support or call center experience would be a benefit

Working Conditions: This position operates within an office environment, except when travelling to client locations, or company events (in which case air, vehicle, and rail travel may be required).

Billable Targets: This position must contribute to MuniWare's overall revenue targets as outlined each year in operational planning and employee reviews.

Hours/Shift: This position works Monday-Friday, varying between 7:30 AM – 4:00 PM, 8:00 AM – 4:30 PM, 8:30 AM – 5:00 PM, and 9:00 AM – 5:30 PM. Includes an hour for lunch break. Management may request that these times be modified due to work volumes and client requirements.

Annual Salary Range: \$40,000 - \$55,000 (based on experience and knowledge)

Resumes and inquiries related to this position should be directed to:
adminassist@muniware.com