AMI Information Systems is growing, and we are currently accepting resumes for our Client Service Team. AMI is a software development company specializing in the Credit Union and Non-Profit Financial Industry. In addition to software development AMI also provides Data Center and Managed IT Services to our clients. Our Number #1 goal at AMI is to provide the easiest to access, most knowledgeable and friendliest support team so candidates must enjoy working with people.

Job description:

You will be working in a team environment, supporting banking/credit union clients via phone, email, and in person. You will be required to handle complex calls/solutions that require analysis and research. You will research multiple different issues simultaneously, periodically as the subject matter expert, that require demonstrated knowledge. You will help to train new and existing clients on software use and functionality.

• Provide in-depth product support to clients by resolving incoming inquiries.
• Respond to client product inquiries via telephone or in written internet-based email or chat sessions.
• Research and recreate client issues, Identify/document application and system interactions to support business processes.
• Use interpersonal skills, product knowledge, and expertise to respond to daily client-centric activities.
• Document client issues to support product quality programs and product development.

Requirements:

• 5 years of banking
• Strong analytical skills
• Organizational and time management skills
• Self-starter with proven ability to work independently
• Extremely comfortable working with computers and a variety of applications
• Excellent oral and written communications skills
• Strong problem-solving skills

Job Type: Full-time

Employee Benefits:

• Employer Provided Health Insurance
• Paid Vacation
• 401K with Employer Match
• Profit Sharing

Please send resume including salary requirements to jason@amiinfosys.com