



Position: [Client Specialist](#)

Description of Key Responsibilities:

We have a unique opportunity for a Client Specialist who is obsessive about client satisfaction, and has the relationship skills, work ethic, detail orientation, and technical acumen to make it happen. This key Client Services position will have daily interaction with Vinimaya's Fortune 100 clients, providing first line support acknowledgement and managing resolution and client communications.

The candidate will be required to proficiently manage, interact, respond and coordinate support efforts of our internal on/off-shore teams with that of our customer's functional and technical resources and help desk personnel.

Vinimaya culture requires an entrepreneurial person who enjoys a dynamic environment which demands quality work products delivered with speed. Vinimaya is looking for people with unquestionable ethics who take pride and are dedicated in their work.

Position Requirements:

- Perform initial analysis and functional troubleshooting of client reported help desk ticket issues, providing detailed and concise case information required by our technical support team to resolve issues.
- Properly triage support requests using problem solving/analytical skills to determine priority (Emergency, High, Medium or Low), case type (Question, Configuration, Supplier Site Issue, Agent Maintenance or Application Maintenance) and appropriate disposition.
- Coordinate support work efforts within a highly collaborative, team-oriented process, while providing constructive ideas for continuous improvement.
- Monitor Client Support queue for support requests from clients, acknowledge request, and record request in appropriate internal system for disposition within specified service level agreements
- Recognize and properly escalate more complex or unresolved issues
- Manage application / agent maintenance support and agent development case load closure, with effective communication and follow-up updates with client representatives, providing appropriate root cause analysis and feedback.
- Provide professional supplier enablement services, coordinating with clients, vendors, our internal off-shore Agent Developers and QA teams, for the onboarding of new client supplier ramp efforts.
- Independently supervise supplier on boarding activities from supplier ramp kick off call and vendor site analysis / guidance through coordination of development, QA, migration from development to production and supplier go-live.
- Run Supplier introduction calls, capture and document integration information, on onboarding approach, timeline, and update internal systems to accurately reflect connection credentials and supplier contacts.
- Develop expert knowledge of Vinimaya software offerings from functional and administrative perspective to enable accurate and timely responses to client questions and configuration requests.



- Develop and grow long-term relationships with customers at both the PMO management level and day-to-day client help desk support tier.
- Performs other related duties as assigned by management.

Skills / Qualifications:

- 2 - 5 years proven track record of professional experience in client/relationship management support, project coordination and/or product support with Fortune 1000 type clients.
- University degree in Business Management, Computer Science or a related discipline.
- Ability to work with others in a demanding, fast-paced environment, and manage multiple projects simultaneously.
- Maintains grace under pressure, and contributes to a strong team environment.
- Strong organization skills and attention to detail
- Specific experience in client services and support operations ideal.
- Industry background & experience with B2B software-as-a-service technology organizations, with exposure in high growth stage companies desired.
- Experience with automated CRM systems and client support processes. Background with Sugar CRM, Salesforce CRM or other CRM applications helpful.
- Good understanding of Internet-based eCommerce and eProcurement applications and knowledge in XML based Punchout type integrations desirable.
- Excellent analytical ability, consultative, communication and coordination/time management skills.
- Highly self-motivated and directed with excellent communication and client services skills.
- Balance of strategic thinking with a strong tactical drive to “get things done”.

Core competencies:

Entrepreneurial Drive: Someone who has the understanding that an early stage growth company requires someone in leadership to get their hands dirty in order to get the job done.

Business-Focused: Must be able to quickly and effectively tie support decisions to clear business benefit for clients and Vinimaya

Driving Results: Rigorously holding oneself and others accountable for achieving high levels of individual and organizational performance.

Team Focus: Track record of participating in a strong and cohesive cross functional leadership team.