



Title: Client Services, Account Representative

Location: Markham, ON

Industry: Financial Services Software

Department: Valuation Services

Company URL: <http://www.solidifi.com>

About Us

Solidifi is a leading provider of collateral valuation, risk management and data analytic services to the North American mortgage industry. Solidifi provides mortgage lenders, professionals and 3rd party service providers with a flexible service platform for procuring collateral valuations from marketplace vendors and appraisers, with complete transparency and data to make "incredibly smart decisions". Solidifi currently serves leading global financial institutions with United States head office in Chicago and Canadian head office in Toronto.

Position Overview

Reporting to the Team Leader, Client Services, the Client Services, Account Representative will be responsible for providing excellent customer service for all major company products by responding to inbound calls, faxes and emails, in addition to placing outbound support calls.

Responsibilities will include, but not be limited to:

- Understand the concepts and details of all major company products including, but not limited to setup, use, troubleshooting, deactivation, and integration with other third party products.
- Stay abreast of new hardware, software and operating system technologies as well as the potential benefits and pitfalls of each one.
- Study, understand and contribute to our company product knowledge bases
- Respond to inbound & place outbound support calls
- Provide support by responding to support emails and faxes
- Provide inbound callers in any way possible, within the confines of our support methodology.
- Record the results and details of technical support calls and emails in the company product databases.
- Work with other staff to resolve customer issues, track bugs and technical based problems.
- May be asked to participate in User Acceptance Testing, and Special Projects when required.
- Provide feedback to the other members of the team regarding product integrity and customers desires.

Skills and Expertise Required:

- Excellent telephone, written and communication skills.
- Keen understanding of the Microsoft Suite of Products, including Operating Systems and Office.
- High level of patience and understanding for our customer's needs.
- Min 1 year of previous customer service experience.

- Must be polished and maintain a professional demeanour at all times.
- Good understanding of the mortgage and/or appraisal market is an asset.
- Microsoft Access, SQL and other database experience is an asset.
- Bilingual English/French, spoken/written is an asset.

***Scope of responsibilities for this particular opportunity may change and will include, but not be limited to the above mentioned.**

The opportunity is to work with the industry's top talent on dynamic, challenging projects for the North American mortgage industry.

We take great pride in the work we do and the talented people who work with us. We're looking for highly skilled, driven people who value a collaborative, open environment and a flexible, professional culture.

Please send your resume to careers@solidifi.com and make sure to include the Job Title "Client Services, Account Representative" in the subject of your message. We thank you for your interest and look forward to hearing from you!

Please note that ONLY QUALIFIED CANDIDATES will be contacted for this particular opportunity. We are continuously growing and welcome you to send your resume for future opportunities.