



Client Support Specialist

XOi Technologies, one of the fastest growing startups in Nashville, is changing the way field service companies capture data, create efficiencies, collaborate with their technicians, and drive additional revenue through the use of the XOi platform.

We are looking for professionals with a passion for customer support to join the XOi team in delivering world-class customer solutions. At XOi, we believe that the ultimate customer experience comes not only from the product itself and responsive support as needs arise, but also from our ability to anticipate what those needs might be and deliver appropriate solutions proactively. As a Client Support Specialist, you will be working directly with existing XOi users, thinking critically about how they interact with our product, and delivering resources and expertise to ensure an outstanding customer experience.

The ideal candidate is someone who has experience in and excels at nurturing customer relationships and being an effective problem-solver with a positive attitude. They're highly driven to exceed benchmarks for service quality, passionate about the overall customer experience, and ambitious and eager to develop professionally.

If the position overview below describes you, please email your resume to careers@xoi.io for consideration.

Responsibilities:

- Support client needs by responding promptly, following up, and resolving customer inquiries and issues as they utilize the platform.
- Provide subject matter expertise on product usage and functionality.
- Manage clients and issues through a cloud-based client support software platform.
- Regularly review ticket reports to identify trends in customer issues.
- Create training materials and documentation to assist customers in becoming self-sufficient.
- Execute a process of internal communication to ensure other departments understand and correctly prioritize issues and opportunities for product improvement.
- Deliver feedback on the efficiency and effectiveness of the overall customer support process to drive team-wide best practices.

Requirements:

- 1-2 years of experience in customer support; previous enterprise-level support a plus.
- Excellent written and verbal communication skills.
- Familiar with web API commands and SaaS technologies.
- Genuine interest in learning every aspect of XOi's product and service.
- Able to clearly and concisely guide customers through a detailed troubleshooting process.
- Excellent at managing multiple processes/systems and ensuring commitments are met.
- Able to analyze and report quantitative metrics, and make recommendations for improvement.

You Are Someone Who:

- Regularly puts yourself in customers' shoes and takes action with their needs, wants, and challenges top of mind.
- Feels passionate about providing an exceptional customer experience.



- Views your profession as your craft and continuously pursues excellence in your work.
- Thrives in a fast-paced, high-growth startup environment.
- Is genuinely interested in learning every aspect of XOi's product and service.
- Thinks critically about your business and customers; speaks up when you observe a weakness, threat, or opportunity; and takes action to the best of your capacity.
- Works well with many personality types and puts others at ease.
- Has a calming and patient demeanor, even with the most unruly clients.

You'll experience:

- Being a key part of a fast-growing software company where you can make a difference.
- Comprehensive insurance plans.
- Monthly wellness allowance.
- Flexible paid time off & paid volunteer time.
- Learning & development.
- Working in the historic and centrally located Marathon Village in Nashville, TN.
- Participating in team outings, events, and general fun!
- Helping to change an industry by serving the men and women that make our world turn.