



POSITION TITLE: Client Services Manager

Overview:

At Focus-3, www.focus-3.com we're helping today's leading real estate professionals, home builders and property developers integrate, automate and analyze their sales and marketing programs with a new generation of web-based technology solutions and ROI inspired professional services. We are currently seeking two (2) customer training & sales support representatives who will be responsible for customer training, supporting our help desk, and assisting with ongoing sales support activities. Compensation is commensurate with experience.

Customer Training & Help Desk Support Responsibilities:

- Coordinate, plan, schedule, and execute training sessions with customers (some travel required)
- Provide one-on-one and classroom style training sessions in person and via the web
- Assist with creating and updating training materials and online help systems
- Assist with pre-Sales demonstrations (online) as necessary
- Provide telephone support, as needed, before and after the installation and training
- Help Desk support of inbound calls and emails
- Interact closely with the systems/technical support team when supporting end users that may have application-related problems
- Other duties as assigned

Required Skills/Experience:

- Bachelor's degree or equivalent experience
- 4+ years customer training/technical or sales support experience in software, technology or related field preferred
- Knowledge of Sales & Marketing processes in Real Estate desirable
- Knowledge of Internet, sales automation or contact management software an asset
- Must be able to interact successfully with customers via the phone and Internet
- Excellent interpersonal and communication skills (both written and oral)
- High level of self-sufficiency, exceptional organizational, time-management and planning skills with a strong attention to detail needed
- Demonstrated ability to be proactive and take the initiative to get things done
- Travel is to be expected (a clean driving record and ability to rent automobiles is required)
- Strong technical writing skills beneficial

Please submit resumes to allen@focus-3.com.