



www.paysimple.com

Customer Care Professional

PaySimple, voted one of the best places to work in Denver in both 2008 and 2009, is poised for explosive growth in 2011! We are looking for a superstar Customer Care Professional to become an integral member of our team.

Job Description:

PaySimple has 6,000 customers actively utilizing our system, growing exponentially over the next few years. We are creating a world-class service organization and our Customer Care Professionals are critical to our continued success and client utilization. It is our goal to make our customers lives easier. The Customer Care Team works to guide new and seasoned customers to understand the system, and use the solution effectively for their specific business needs. They correspond with customers by phone and email and work to understand and resolve customer issues.

Responsibilities:

- Manage and track customer concerns, answer questions, and work to resolve issues
- Ad-hoc training for customers
- Mastery of the PaySimple solution in order to provide customers with informative resolutions and guidance
- Express empathy for each customer's situation and work diligently to understand and resolve the issue in a timely manner
- Passionately support PaySimple's commitment to create an outstanding experience for each of our customers

Qualifications:

- Minimum one year related work experience required
- Technical software experience a plus, but not required
- Must be friendly, professional, and committed to creating long-term relationships with our customers
- Organized, detail-oriented individual capable of meeting short-deadline projects on a daily basis
- Strong written and oral communication skills.
- Critical thinker and a willingness to problem-solve and persevere
- A team player who performs well independently
- Ability to multitask, take direction and execute with precision
- Must be a confident, adaptable self-starter who thrives in an empowered, fast-paced environment

The PaySimple Solution is a cloud-based receivables management software that enables small businesses to bill, collect, and manage their customers' payments under one user-friendly system. PaySimple headquarters is located in the heart of LoDo. We are building an extraordinary company and looking for talented, energetic and motivated individuals to join our unique environment.

If you are looking for a company that is truly focused on empowering small businesses with superior technology, come join a company that rewards authenticity and supports energy with a passion.

Visit our website at www.paysimple.com and click on [Career Opportunities](#). Read about our vision, our energy, and the PaySimple PATHS to extraordinary returns. If this truly speaks to you, click Apply Now! Fill out our fun application and send us your resume and cover letter. We look forward to hearing from you!