

## Customer Support Specialist

KnowledgeVision, Lincoln MA

KnowledgeVision, a leading pioneer in online video and video-based presentations, is seeking a Customer Support Specialist to support all B2B customers. You'll be responsible for ensuring all our customers are wildly successful using all types of video. If you are a recent college graduate or have a year or two of experience in customer service (preferably in a B2B environment), are familiar with product training, and love to speak with customers we want to hear from you!

Responsibilities include, but are not limited to:

- Ensure and maintain favorable client service and support relationships with current customers of Knovio by KnowledgeVision.
- Onboard new KnowledgeVision clients to get them effectively up-and-running and successfully trained in the use of the KV products within 30 days.
- Assist clients in customizing their presentation/video templates and applying best practices and techniques to meet/exceed their requirements.
- Understand client needs, identify root causes of problems, and develop and implement creative and pragmatic solutions.
- Explain product features and benefits in language the client can understand, through virtual instructor led training (VILT).
- Meet client renewal, satisfaction and retention goals.
- Maintain record of daily client communication interactions, problems and remedial actions taken (using our automated Client Support Center application & CRM tools).
- Confer with KnowledgeVision co-workers and management to highlight suggestions or requirements for new product features/functions or new service ideas to increase client satisfaction.
- Stay abreast of video and presentation industry trends and best practices and participate in industry related activities.
- Assist and perform other miscellaneous duties, special projects as assigned.

## Position Requirements

- Must feel comfortable on the phone, calling customers daily to provide support in a variety of ways
- Strong relationship builder by connecting with clients on a regular basis to promote usage, renewals, and overall customer satisfaction
- A strong sense of curiosity to solicit customer experience, use cases, and discover opportunities for growth on every call
- Excellent communication skills, attention to detail, and follow up to meet and exceed client expectations, as well as the KV Team
- Skilled in PowerPoint, as well as sound presentation principles, to provide constructive feedback to customers and provide solutions through using the Knovio Video Platform.
- Fluency in Spanish and English would be extremely helpful.

## About KnowledgeVision

KnowledgeVision is the leader in smart media creation and hosting technology. Its Knovio smart media platform is used by more than 300,000 people worldwide in more than 2,000 companies and campuses to create, host, share, organize, collaborate around, and measure online media content.

Founded in 2010 by a team of online media pioneers led by Michael Kolowich, KnowledgeVision is backed by a group of venture capital and large individual investors who believe in the company's vision to bring smart media hosting to every business, organization, and educational institution. For more information about Knovio video presentation platform, visit [www.knovio.com](http://www.knovio.com) or [www.knowledgevision.com](http://www.knowledgevision.com).