



Staff Consultant

Reports to: Support Supervisor
Grade: Level 1

Department: Client Services
Revision Date: 12/02/2021

Salary Range: 40k – 50k (dependent on experience)

RMI evolved from a rental company to a software solution that provides service and support to our clients from our software experts. With steadfast confidence in ADVANTAGE 365, we can deliver a solution that is Certified for Microsoft Dynamics and simultaneously creates a workplace that cultivates forward motion in our industry.

ADVANTAGE 365 is an all-inclusive equipment rental, sales, and service system for all accounting, inventory management, and customer service functionalities. ADVANTAGE 365 was built with deliberate attention to detail to provide cost and time saving features like recurring billing, service & maintenance alerts, and unlimited support and training!

DEFINITION:

Staff Consultants are responsible for the capture of inbound call and email activity for entry into RMI's internal tracking system, CRM. This position provides first line response to customer inquiries. Working under direct supervision, a Staff Consultant responds to external clients, provides timely capture of cases and closure of routine questions and problems. They are also responsible for the review and practical application of information derived from in-house training and from training materials and tools provided by RMI. This position requires flexibility; the flexibility to adapt to change and respond quickly to client's inquiries/needs and fluctuations in work volume; ability to handle moderate levels of stress; ability to deal with emotional and/or irate customers. This position will also work in partnership with software development to analyze system techniques and procedures, provide feedback to developers, including consulting with end users to determine hardware, software, or system function needs.

Primary Responsibilities:

- Develop a complete understanding of RMI's internal tracking system, CRM and to use it to record and manage all Client Service requests
- Develop a complete understanding of the core functionality of the RMI ADVANTAGE 365 Solution
- Monitor client inquiry activity and communicate with the client to resolve routine questions and problems
- Ensure that all client inquiries via telephone, support site and email are entered into CRM
- Cognizant of RMI and Customer Service Level Agreements and work to stay within the terms and timeframes identified in those agreements
- Use standard business language in the entry of cases into CRM



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- Utilize the CRM and Support Site Knowledge Base to close inbound issues as first line of resolution
- Escalate cases to senior levels as appropriate
- Serve as liaison between clients and various departments
- Assist on small implementations
- Assist and train less experienced Client Services Team members
- Attend meetings as required
- Consult with users to determine hardware and software needs and specifications.
- Collaborate with Software Development team to design, create, and test software and specifications.

Primary Qualifications:

- BA/BS degree in Accounting/MIS or other business related degree and/or six months to one year of Support Desk experience or experience in accounting, inventory management, asset management, or other facets of financial or operating activities.
- Good client service skills
- Basic knowledge of Windows applications
- Intermediate level of troubleshooting, analytical and problem solving skills
- Good oral and written communication skills
- Ability to work in a team environment and encourage team work
- Ability to grasp new concepts quickly
- Desire to increase technical knowledge

Physical demands and work environment:

Physical demands: While performing the duties of this job, the employee is occasionally required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; talk or hear. Employee must occasionally lift and/or move up to 15 pounds.

INDEPENDENT ACTION:

Responsible for the review and practical application of information derived from in-house training and from training materials and tools provided by RMI. This position requires flexibility; the flexibility to adapt to change and respond quickly to client's inquiries/needs and fluctuations in work volume; ability to handle moderate levels of stress; ability to deal with emotional and/or irate customers.

SUPERVISORY RESPONSIBILITY:

This position has no organizational direct reports.