

eNewsletters Online Support

Stratatel Limited is an Australian publicly listed organisation established to provide specialised software solutions for asset, expense management and cost recovery. Stratatel is a well-recognised and fast growing player in the software and services industry in Australia. We are an innovative company with over 20 years experience specialising in the development of software applications for a range of industries including legal, accountancy, corporate and government.

The Position

The role will provide timely and effective assistance to eNewsletters Online customers, including setup, support and administration as well as to assist with writing and maintaining product user guides for our products.

Duties

You will be first point of contact for eNewsletters Online customers and to achieve this your duties will be:

- To take all pre- and post-sales customer enquiries via phone and/or email.
- Independently resolve technical/customer support issues and escalate cases when necessary.
- Liaise with external graphic designers for the creation of custom template designs, create and test
- HTML email templates provided from Photoshop artwork files.
- Set up new customer accounts, provide demonstrations and educate customers on the features and online help resources available.

You will also be responsible to write and maintain Product User Guides and to achieve this, the underlying duties are:

- Write and maintain user friendly and easy to understand Product User Guides for a specified list of Stratatel products.
- Liaise with the Change and Release Manager on upcoming product changes due for release, ensuring User Guides are kept up to date.

- Coordinate the release of new or revised User Guides with the Change and Release Manager.
- Liaise with company personnel at all organisational levels to gather and exchange information in the successful execution of these duties and responsibilities.

Skills Required

- Excellent customer service skills and great enthusiasm for helping customers.
- Must be an energetic "self-starter" with the ability to work both independently and within a team.
- Strong verbal, written, and interpersonal communication skills.
- Attention to detail.
- Problem Solver.
- Excellent time management and ability to multi-task.

Qualifications

- 2-5 years in a similar role.
- Previous experience in customer service/support environment.
- Require basic competency in:
 - HTML / CSS.
 - Photoshop / Image editing software.
 - Web browser environments.
 - MS office.
- Experience or knowledge of email marketing is desirable as is knowledge of the difference between email clients.

Remuneration Package: Negotiable depending on experience.

To Apply: Please send a covering letter and your resume to hr@stratatel.com.au

Reference: eNOS-1

Applications close: 20 February 2011