

Opportunity: Client Solution Specialist
Team: Managed Operations
Location: Brentwood/LaVergne, TN
Status: Permanent, Full Time Position with Benefits (salary is based on experience)

EFC Systems has an immediate need for enthusiastic and talented individuals who are passionate about doing everything possible to work with our clients in the ag retail and wholesale vertical to verify our applications meets the business goals of our clients. As a member of our **Managed Operations team**, you will function as a client advocate with our internal team members to verify software features in our Merchant Ag and Vanguard Ag solutions meets the desired requirements and results for our clients.

We are looking for individuals that have a positive attitude, are outgoing / energetic, tech-savvy, coachable and have excellent communication skills. Prior experience supporting, training, or being part of a software production team is required and knowledge of business applications and / or the agriculture supply chain industry is a plus. The fast-paced, entrepreneurial culture of EFC Systems requires dynamic and self-motivated individuals who work well independently and / or as part of a team.

Responsibilities/Requirements:

- Research and investigate complex problems within our software and determine resolution
- Train our customers on new or existing functions within our software to verify proficiency
- Accurately communicate and advocate the voice of the customer
- Act as ongoing steward of overall customer relationship and wellness
- Interact with our clients and document opportunities to make improvements to our business applications and / or the business process
- Be the focal point of contact for external stakeholders on behalf of customers
- Maintain awareness and ensure compliance with industry standards
- Experience in a technology-based role training or supporting users complex business requirements and processes is required
- Strong verbal and written communication skills coupled with time management
- Travel up to 30%

Our Mission:

EFC Systems is based out of Brentwood, TN and delivers innovative software solutions throughout the entire Agribusiness supply chain. Merchant Ag, Vanguard Ag, AgSolver and FieldAlytics are our core software solutions that serve the needs of agriculture retailers and wholesalers nationwide with comprehensive features comprised of financial/accounting, agronomy, feed manufacturing, retail point-of-sale, wholesale distribution, grain contracting, field data management and conservation / sustainability initiatives.

Benefits Include: Competitive salary, casual dress code, 401k plan, medical and attractive paid time off accrual

Next Steps: Send a copy of your resume to hr@efcsystems.com so that we may coordinate a brief introductory call to discuss our company, culture and rewarding career opportunities.

Learn more about our careers by visiting <https://www.efcsystems.com/careers/>.