



Customer Service/Inside Sales Specialist

Position Overview

For over 30 years, Outlier Technologies has engineered a SaaS-based technology platform called SansWrite, that makes government agencies more productive, regulated businesses more compliant, and communities better informed about the care of loved ones. Most importantly, Outlier exists to help protect children and adults who are unable to protect themselves.

Outlier is currently seeking a remote **Customer Service/Inside Sales Specialist** to join the growing SansWrite Team! As a Customer Service/Inside Sales Specialist, you will play a pivotal role in providing high-level support to SansWrite customers while also cultivating new revenue opportunities with both existing and prospective customers. This dynamic position offers a unique blend of customer service and inside sales, providing you with hands-on learning experiences and a foundation for career advancement. The ideal candidate will have a health and/or human services background.

Joining Outlier Technologies means being part of a company that values innovation, fosters a collaborative work culture, and rewards dedication. Outlier is shaping the future of compliance measurement and monitoring, and they want **you** to be a part of their success story!

Key Activities

Customer Service:

- Respond to incoming calls from both existing and potential customers.
- Aid customers in the initial sign-up process and facilitate subscription renewals.
- Inform customers about SansWrite Premium Subscription upgrades and encourage their adoption.

SansWrite Training and Support:

- Organize and conduct training sessions and webinars on the SansWrite Licensee Portal.
- Offer Level 1 support to current SansWrite customers.
- Identify and thoroughly document any SansWrite issues, collaborating closely with the development team to ensure prompt resolution.

Inside Sales:

- Follow up on sales leads generated through marketing initiatives and thought leadership programs.
- Conduct engaging product demos for both existing and prospective customers.
- Assist customers, both potential and existing, in their purchase decisions and guide them through the process of upgrading their SansWrite subscription.

Qualifications & Requirements

- Bachelor's degree, or equivalent experience
- Proficiency in using information technology including helpdesk software and ticketing systems.
- Knowledge of health and/or human services agencies and/or regulated care providers
- Troubleshooting skills to diagnose and resolve technical issues.
- Strong customer service orientation.
- Patience and empathy in dealing with customer issues.
- Ability to handle difficult customers professionally.
- Experience with demonstrating software and encouraging people to purchase and/or upgrade.

Skills & Abilities

- Proficient in both verbal and written communication to convey ideas clearly and concisely.
- Highly organized and detail-oriented, ensuring precision and efficiency in tasks.
- Adept at establishing and nurturing connections, fostering strong relationships.
- Possesses a high level of empathy and persuasive communication skills.
- Demonstrates dependability and consistency in fulfilling responsibilities.
- Embraces a mindset of continual learning, staying updated on industry trends.
- Inherently driven and self-motivated to achieve personal and professional goals.
- Comfortable and proficient in navigating and utilizing various technologies.
- Adaptable and possesses a "flow-to-the-work" attitude, adjusting seamlessly to tasks.

Further Information

Established in 1993, Outlier Technologies is a pioneer in compliance measurement and monitoring. Outlier's platform SansWrite is specially designed for health and human services-related agencies and businesses and is used by regulatory professionals throughout the United States and Canada.

Other perks of working at Outlier Technologies include a competitive salary, opportunities to make real contributions to a growing company, a remote work environment with motivated team members, PTO, health insurance paid at 100% for individual coverage plans, and retirement savings contributions. A Slice of HR is partnering with Outlier Technologies on a fee-for-service basis. If interested, please email your resume to emily@asliceofhr.com.