

# We are looking for : Customer Service Specialist (Technical Support)



## What we offer:

### A casual and collaborative work environment within a cool team!

- A culture focused on personal development where opinions and ideas are valued
- A voice and a significant influence on technical decisions
- Professional development including regular lunch & learn in teams
- Social activities: video games, barbecues, Happy Hours, etc.
- Flexible schedule, work-family balance
- Work location flexibility: enjoy the fully equipped kitchen and a modern office environment at our Montreal headquarters or add to our remote work team from across the country.
- A full range of benefits, including an employee assistance program, dental, medical and disability coverage
- Equipment and tools at the cutting edge of technology

## Who are we?

Prospects offers two of the most essential productivity and marketing tools that real estate agents rely on every day: real estate CRM and mobile real estate search.

Our CRM makes it easy for real estate professionals to grow their business. It's an indispensable tool that manages more than 900 million customer relationships. Our mobile real estate search tool allows brokers, their prospects, buyers and sellers to access over 22 million real estate listings from their phones and tablets. We have over 300,000 unique users in North America and that number continues to grow rapidly!

If you're ready to join a dynamic team developing and innovating premium real estate software solutions, contact us!

## Your responsibilities:

- Provide professional assistance to our customers by phone and email:
  - Resolve any level 1 technical problem related to the software
  - Offer outstanding customer service
  - Provide Information on our products and services
  - Provide Information on our promotions
  - Provide Billing Information
  - Provide suggestions on how users can best benefit from our products
  - Carry out tests on our products to ensure that we are effectively troubleshooting potential issues.
- Keep the database up to date.

- Provide support for our development team by testing new product features and bug fixes

**Must-Haves:**

- 2+ years of experience in customer service, technical and application support
- Knowledge of Microsoft® Windows® systems, PC environment, e-mail ...etc.
- Excellent communication skills in FRENCH and ENGLISH, both verbal and written
- Ease and speed of learning
- The ability to manage stress in a dynamic environment
- Possess excellent interpersonal skills

**Assets:**

- Knowledge of the real estate industry

If you are interested in this opportunity, please send your CV to [cv@prospects.com](mailto:cv@prospects.com).  
We look forward to meeting you!