

TECHNICAL SUPPORT SPECIALIST

Mogli Technologies delivers a powerful SMS and WhatsApp communications application native to Salesforce. Our products are easy to use and have robust functionality and our fantastic client success team has won the loyalty of clients around the world. We are a small, high trust team with a focus on accelerating the success of our clients across Education, Nonprofit, and Financial Services verticals.

The Technical Support Specialist role is critical to the overall success of Mogli, our clients, and our business partners. The successful candidate will be able to understand the client's Salesforce needs and communicate how to best leverage our products with Salesforce applications and services in order to address the specific impact and business needs. This role is a frontline technical support role where you will provide technical support for the Mogli SMS & WhatsApp application and also have the opportunity to deepen your knowledge of Salesforce administration, configuration, and other products on the AppExchange.

What we hold sacred around Mogli:

Trust. We authentically extend trust in our relationships and all that we do. We seek to create a culture where you will thrive, have the autonomy to do your best work, and serve clients the way you have always wanted to.

Empathy. It's a powerful characteristic that's about being in tune, seeing, knowing, and understanding while also relating as a human in a tech-minded world. Instead of serving our own interests, we are wired to serve others. Drive without purpose and intention isn't our gig.

Hustle & Tenacity. We are a driven group of individuals who are happiest in motion. We take pride in delivering exceptional experiences for our clients. We are invested in setting people up to succeed, and when there are challenges, we will stay with it through resolution.

Creativity. This characteristic is essential in what you do and how you do it. Whether through our tech, how we support our unique client needs, or how we creatively scale and grow with each other, a creative approach often makes the difference in showing up fully for our clients and each other.

Growth Minded & Open to Change. Mogli is in growth mode and being at ease with change will help you succeed and evolve with us.

Some traits we're looking for, from you:

- Curious, quick learner, client solution focused.
- Excellent listening skills to fully understand client needs and concerns.
- Ability to adapt to rapidly changing environments and client requirements.
- Self-directed, with strong initiative in learning and solving problems.
- Willing to learn through hands-on experience and experimentation.
- Technical hunger and willingness to stay with a problem until it is solved.

What your day-to-day looks like:

Client Success

- Support and interact with clients via email, text, virtual meeting, phone, or chat on a daily basis to ensure success with Mogli products & services.
- Leverage knowledge of Salesforce and Mogli products to assess needs and craft the appropriate solution for our clients.
- Configure Mogli and basic, pre-packaged automations for clients.
- Advocate our client's priorities internally within the Mogli team.

Confidential

Mogli Technologies | 104 2nd Avenue Niwot, CO 80503 USA

www.mogli.com

- Maintain accurate client information in Salesforce Cases to properly track progress towards KPIs and ensure seamless cross-department communication regarding client needs.
- Communicate bugs to the Development team and help test new releases.
- Ensure smooth client handoffs to the Solutions Engineering team for advanced automations.
- Recognize and understand new features/releases in our products and in Salesforce; communicate changes in Salesforce that create a potential need for changes in our product.
- Develop and update best practice knowledge base and blog posts; manage and contribute content to the Mogli support community.
- Manage vendor and reseller/referral partner support requests.

Product Administration:

- Work closely with the Mogli Product Team to support the various needs of our software applications.
- Maintain clean and current data in our Salesforce database.
- On occasion, help with documentation, blogging, social media, webinars, and events.

What you bring to the table (along with traits noted above):

- Experience with Salesforce as a power user or administrator is required; we will help you advance from wherever you are starting from but you'll need a baseline understanding as a foundation.
- 2+ years of experience in a software support role.
- Proactive in watching support requests enter the queue, juggle multiple priorities, prioritize, and communicate via multiple channels.
- Strong written and oral communication skills with a proven ability to initiate and manage relationships via phone, email, and video conferencing.
- Ability to communicate complex technical topics with users at all levels of technical expertise.
- Analysis, troubleshooting, and problem-solving expertise.
- Ability to effectively prioritize and escalate client issues to the Development and Account Management teams.
- Ability to adapt to rapidly changing environments and client requirements.
- Foreign languages fluency and/or nonprofit and international development experience is a bonus, but not required.

Salary and Benefits

- \$60-70K, dependent upon experience
- Bonus incentives for productivity milestones set by management
- Complete Medical, Vision, Dental Insurance, Short-term/Long-term Disability, and Life Insurance fully covered by Mogli
- Matching 401k plan
- Flexible Time Off, 9 US Federal Holidays, 6 paid sick days; option to utilize floating holidays
- Work from Anywhere

Please submit a cover letter and resume to jobs@mogli.com.

Confidential

Mogli Technologies | 104 2nd Avenue Niwot, CO 80503 USA

www.mogli.com