

Support Representative Job Description

About Bromelkamp

Bromelkamp has a 40-year heritage of helping foundations simplify, adapt, and thrive with software solutions that grow along with our clients. Our staff is knowledgeable and friendly – providing support you can count on. We are passionate about helping foundations amplify their impact.

About the Support Representative role

Our Support Representatives are key to our clients' success by providing timely, accurate and friendly service. In collaboration with our team, they respond to client needs by answering questions, suggesting improvements and troubleshooting issues. Support Representatives have the opportunity to work with and learn about all of our software platforms, including MS Dynamics 365 CRM and Business Central, PowerApps, PowerAutomate, PowerBI, Sharepoint Online and other Microsoft 365 applications.

Job Duties:

Technical Support:

- Provide technical support (troubleshoot problems, instruct clients in use of Bromelkamp software)
- Manage client relationships (answer administrative questions, set expectations, suggest improvements, identify opportunities for training, new products, etc.)

Internal Projects:

- Manage internal projects (documentation, updates, testing, product development)

Administrative:

- Internal meetings, task prioritization, scheduling, time tracking

Qualifications

The ideal candidate:

- Thrives in a fast-paced environment
- Can work independently and in a team environment
- Possesses excellent communication skills (both oral and written)
- Has a strong desire to obtain customer satisfaction and learn new things
- Experience with MS Windows, MS Office Professional required
- Familiarity with MS Dynamics 365 is a plus

Compensation

\$30,000-\$40,000 salary, commensurate with experience, plus a comprehensive benefit package that includes:

- Medical/Dental/Vision
- Life/AD&D/Disability
- SIMPLE IRA (up to 3% Company Match)
- Paid Time Off (PTO) Accrual (10 hours/month up to 15 days first year of service)
- Nine (9) Paid Holidays

Applications

Email your resume and cover letter to Shanlee Bratten, Office Manager: shanlee@akoyago.com. Bromelkamp is based in Minneapolis, MN and our preference is for candidates to be located within proximity to headquarters.