

L2L Customer Support Representative

L2L is looking for an enthusiastic and motivated Customer Support Representative to join our Support & Implementation team to deploy our smart manufacturing solution to customers across many different industries. The ideal candidate will be responsible for working directly with customers to enable them to achieve amazing results through our platform and solutions.

Responsibilities Include:

- Identify, investigate, and resolve customer inquiries via chat, phone, and Zendesk/email.
- Apply knowledge of software to successfully respond to customer inquiries.
- Guides customers through processes and instructions verbally and in writing.
- Collaborates with other departments to research and resolve customer issues.

Qualifications:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Professional and pleasant telephone manner.
- Ability to explain technical issues to technical and nontechnical employees and customers.
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.
- Proficient with or the ability to quickly learn an array of software.
- Passionate about continuously learning and growing your skills
- Self-Starter capable of working effectively in a remote environment

Education and Experience:

- Bachelor's degree is preferred.
- At least three years of experience in customer technical support is highly preferred.
- Basic knowledge of manufacturing processes desired.
- Knowledge of course content creation is a plus.
- SAAS Service experience preferred
- Manufacturing Software experience preferred.

About L2L

L2L is a leading SaaS platform for global manufacturers. We help these manufacturers digitize their processes to improve efficiency, reliability and profitability. Our platform unifies complex plant processes for over 175,000 users across the globe, helping them reduce machine downtime, improve response time to production issues, and reduce the cost of overall plant management. L2L is backed by M33 Growth, a growth-focused private equity firm in Boston Massachusetts that provides both capital and resources to develop already-great businesses into market leaders.