

Position Description



Title: Support Analyst

HQ Location: Shoreview, MN

Status: Full-time/Exempt

Job Description:

The ForeTees Support Analyst position is responsible for customer support, software implementation and training of staff members at private country clubs. This position is responsible for training new and existing customers on how to use ForeTees products, and ongoing phone and email support. There are various ForeTees products: Website, Dining, Golf, Reservations, Business and App. This position will focus on the Golf Product (Golf, Court, Simulator Reservations, POS & Mobile App)

Responsibilities:

- This position requires individuals to communicate daily with customers for training or problem resolutions.
- Provides training to club staff on how to use each purchased product. Walk the users through step-by-step procedures and answer questions effectively and accurately.
- Maintains customer records (calls, emails, cases) within Salesforce.
- Keeps up to date on the documentation of implementation process and phases.
- Creates training guides and videos that provide customer training on functionality.
- Creates a seamless transition for the club through all stages: the initial product sales, gathering club information, building customer sites, training the club users.
- Wear multiple hats that include, but not limited to: customer support, software implementation, development and design of new features.
- Prioritize, document and manage multiple tasks, ensuring that tasks are timely and accurately completed.
- Attend and give demos of ForeTees products at participating Events or Shows.
- This position requires employees to work some non-standard hours. That is, analysts are expected to respond to calls in a reasonable amount of time no matter when they are received, as the Company provides 7x24 support. This will require the employee to work some early mornings, evening and weekend/holiday hours shared amongst the team.

Skills:

- Proficiency with Microsoft Excel
- Club Knowledge
- Interpersonal Skills
- Technical Mindset

Qualifications:

- Bachelor's Degree in Accounting, Hospitality, Business or related field
- Club Experience
- Experience in training individuals or speaking to groups