**Customer Service Representative (CSR) for Window Blinds ERP Software**

Blindata is seeking a highly motivated and experienced Customer Service Representative to provide exceptional support to our clients. The successful candidate will work closely with our customers, answering their queries and resolving their issues via email and our ticket system. The role requires an ability to learn quickly and be patient with customers to ensure they have a positive experience with our software as we work through technical queries and problems.

The role is a full-time position. Working hours are UK Business hours initially for training moving to US business hours after passing initial training.

Responsibilities:
- Answer customer inquiries via email and ticket system in a professional and timely manner.
- Troubleshoot and resolve customer issues related to the use of our ERP software.
- Provide support to customers to help them better understand and use our software.
- Document customer inquiries and resolutions in our Jira/Confluence systems.
- Escalate complex issues to senior support staff when necessary.
- Continuously update knowledge of our ERP system to be able to provide accurate and up-to-date information to customers.
- Provide feedback to the development team on customer inquiries and issues to help improve our software.

Requirements:
- Proven experience in customer service and support.
- Experience in handling queries through multiple channels such as telephone, email, and ticket system.
- Excellent communication skills in English, both verbal and written.
- Strong problem-solving skills and ability to multitask.
- Good technical understanding and ability to learn new technologies quickly.
- Knowledge of ERP software is a plus.
- Ability to work independently and remotely in a fast-paced environment.
- Must be willing to work during US business hours.

If you are passionate about providing exceptional customer service and have a background in technical support, we encourage you to apply for this exciting opportunity to grow our US operation.

Blindata is a leading software provider to the Window Blinds industry, providing an innovative ERP solution to businesses of all sizes, right across the globe. Our software streamlines operations and manages entire manufacturing processes, empowering clients to better serve their customers, be aware, clear and communicative of their schedules to grow their businesses.

Blindata is a part of Ascend: an innovative, digital transformation agency whose passion is to help companies stay ahead of the curve and achieve their full potential through the power of digital transformation, enabling them to thrive in a modern, global, online marketplace.