

ASSOCIATE, CLIENT SERVICE

Reporting to: Manager, Client Service**Department:** Client Service

Octacom is an enterprise software and services company focused on document and data management solutions. Founded in 1976 and headquartered in Richmond Hill, Ontario, Octacom specializes in document management and workflow automation software as well as document imaging and data capture services, and leverages its proprietary Odiss™ Document Management Software to provide a robust, secure and cost-effective solution to clients globally across a wide range of industries. Octacom's core solutions focus on large scale digitization and financial process automation, enabling large enterprise clients to streamline and optimize their Accounts Payable and Accounts Receivable processes.

Are you passionate about delivering exceptional client experiences and eager to contribute to a dynamic team? We're seeking a versatile Associate, Client Service to join our small but impactful team at Octacom. In this role, you'll play a key part in ensuring our clients receive outstanding support and seamless service, from onboarding new clients to managing ongoing requests and changes.

Responsibilities:

As an Associate, Client Service, you'll immerse yourself in the day-to-day operations of our Client Service team, becoming a vital resource for both our clients and internal teams. Your role will involve:

- **Client Support:** Serve as the go-to contact for our clients, handling inquiries via our Hubspot-based helpdesk and resolving issues independently or by coordinating with our Client Service, Production, and IT teams as may be required.
- **Onboarding & Projects:** Assist with onboarding new clients, implementing new projects, and executing Change Requests with precision.
- **Internal Processes:** Monitor and support internal processes to ensure there are no gaps in client communication or service delivery.
- **Documentation & Communication:** Contribute to documentation and testing for new process rollouts, ensuring clear communication throughout.

Client Service & Support Activities:

- Act as the first point of contact for client support, driving efficient resolutions and managing support issues.

- Develop a deep understanding of Octacom's services to provide informed responses and solutions.
- Manage daily and weekly processes to ensure smooth technical operations and client interactions.
- Participate in client meetings as needed and attend educational events to stay updated on industry best practices.

Administrative Duties:

- Support documentation and planning during client implementations.
- Assist with the rollout of Change Requests and resolutions to support inquiries, including planning (internal and external coordination), testing, and communication.
- Attend weekly meetings with Client Service and IT teams to stay aligned on objectives.

Qualifications and Skills:

- 1-3 years in a client-facing support or IT support role, with a desire for more client interaction.
- Experience in a B2B IT environment is preferred.
- Excellent communication (both verbal and written), strong organizational and time management skills, attention to detail, problem-solving abilities, and project management proficiency. Ability to work collaboratively on a team.
- A proactive self-starter capable of taking accountability / ownership over tasks with a commitment to enhancing client experiences.

Employment Type

Full-time

Location

In office, with the option for up to one day per week remote after probation.

Application

We thank all applicants for their interest in Octacom; however, only chosen applicants will be contacted. Octacom is an equal opportunity employer, and we welcome and encourage applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

Please note that any offer of employment will be conditional upon background and reference checks.

Octacom is committed to the health and safety of its employees and compliance with the requirements of the Occupational Health and Safety Act (OHSA) and other relevant legislation.

intelligent
process
automation