



## **Product Support Lead**

### **Summary:**

At Zepol, we're focused on bringing competitive and market intelligence products to the international trade arena. We continually strive to provide the most innovative and advanced online global trade data applications to organizations around the world. Customers have access to vital competitive, market, and specific product information, allowing them to significantly improve their tactical and strategic business planning.

Zepol is looking for a talented and energetic individual for a full time position. This individual will work with an industry-leading international trade intelligence product. If you would like to work with a growing company and enjoy the challenges and rewards of working with a small group of driven professionals, please respond by submitting your resume to [careers@zepol.com](mailto:careers@zepol.com).

### **Job Responsibilities:**

As a Product Support Lead, this individual will be expected to aggressively perform all activities related to supporting TradeIQ™ subscriptions. This includes account management for customers and free trial requests, including the activation/de-activation of subscriptions, monitoring customer usage, abuse detection, etc.

- Provide TradeIQ™ training demonstrations and ongoing customer support (i.e., support cases).
- Provide pre-sales support for direct sales team and Global Partners, including the creation of reports and analysis of trade information.
- Must become proficient with all uses, features, and benefits of Zepol's trade data tools.
- Assist in creating and updating support documentation (FAQ's, specific industry solutions, web site language, testimonials, etc.). Customers and sales representatives located around the world will utilize this documentation on a daily basis.
- Record all customer communications within CRM (web-based customer relationship management software).
- Become an expert in the most efficient uses and functionality of our CRM. This may include account maintenance, report creation, customer usage analysis, etc.
- Limited business development activities (identifying potential vertical markets, list creation, etc.) may be required.

**Requirements:**

- Motivated self-starter able to work independently, and as part of a team spread across the world.
- College degree in international business, management, or other business-related field is preferred.
- Proficiency in multiple languages (Spanish, Mandarin, or Italian preferred).
- Must possess proven customer support techniques/skills. Previous customer support experience is preferred.
- Excellent oral and written communication skills in English and other languages.
- Must be highly organized and detail-oriented.
- Internet and PC savvy, including an outstanding understanding of Excel, Word, PowerPoint, etc. Previous experience working with CRM (customer relationship management software) a plus.
- Must be located in the Twin Cities.

If you are interested in this position, please send your resume to [careers@zepol.com](mailto:careers@zepol.com).