



To apply, please email resume to:
Alex Acree
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Aplos is the largest nonprofit & church management software on the market. We've served over 40,000 organizations since our inception in 2009. Our all-inclusive platform provides a built-in fund accounting system, dynamic CRM, fundraising & giving tools, online donations & payment processing, integrated payroll, email marketing, website builder, and much more.

Aplos made the Inc. 600 list in 2018, making it one of the fastest growing companies in the U.S. Our innovative team continues to push the envelope with new software features, industry vertical exploration, and marketing strategies.

With a leadership team made up of start-up pioneers, Silicon Valley veterans, and serial entrepreneurs; Aplos is charging ahead as a leading brand in the nonprofit SaaS market.

Enough about us for now. It's time to talk about you!

Position: Success Representative

Overview: At Aplos, excellent customer service is a critical element of our success. In this role, you will be a key part of the Aplos team; working directly with our church and nonprofit customers. You will help each organization reach their goals by providing efficient and effective solutions so that they can be successful with using the Aplos platform. Customer Success representatives work directly with customers to provide product information, answer questions, and troubleshoot problems in an efficient manner.

Hours: Full-time

Benefits:

- Health, Dental and Vision Insurance
- Paid Holidays
- Paid Time Off
- Retirement Plan
- And more!

Primary Office Location: Fresno, California

Remote Work Option: Yes

Responsibilities:

- Provide efficient customer support via telephone, email, and online modes of communication
- Resolve customer's issue by identifying problems, researching answers, and guiding customers through appropriate processes
- Educate and orientate customer on functionality of the software
- Work well with partnering companies to resolve support requests

Qualifications:

- Use of proper phone etiquette
- Ability to speak and write clearly and accurately
- Demonstrated proficiency in typing and grammar
- Effective listening skills
- Strong problem-solving skills
- Willingness to work well with other team members
- Multi-tasking capabilities
- Computer proficiency required
- General knowledge of Microsoft Excel