

**Automated Mortgage Systems, Inc.**

## **Customer Support Specialist – SaaS Platform**

**Hybrid Position in Las Colinas, Irving, Texas Offices – 3 Days/wk; 3 Weeks/mo. (7 am to 2:30 pm)**

### **About the Role**

We are seeking a Customer Support Specialist to serve as a trusted first point of contact for clients using our SaaS platform. This role is ideal for someone who enjoys helping customers succeed, communicating clearly, and working within a technology-driven environment—particularly within mortgage technology or financial services.

This position is open to recent graduates as well as seasoned industry veterans looking to participate in a high-energy start-up environment.

You will support clients by responding to questions, troubleshooting platform issues, and ensuring positive, professional customer experience. This role works closely with product, implementation, and technical teams and plays an important role in capturing client feedback and operational insights.

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### **Key Responsibilities**

#### **Customer Support & Issue Resolution**

- Respond to client inquiries via email, ticketing systems, and scheduled calls
- Provide clear, courteous, and accurate guidance on platform usage and functionality
- Triage client issues and escalate appropriately to technical or product teams
- Track issues through resolution and ensure timely follow-up with clients

#### **Client Communication & Relationship Support**

- Build rapport with clients through professional and empathetic communication
- Set clear expectations regarding issue resolution timelines and next steps
- Support clients across different time zones or business hours as needed

#### **Documentation & Knowledge Sharing**

- Document client-reported issues, requests, and observations clearly and accurately
- Contribute to internal knowledge bases, FAQs, and support documentation
- Assist with documenting client requirements or enhancement requests when applicable

### **Cross-Functional Collaboration**

- Work with implementation, product, and technical teams to relay client feedback
  - Support continuous improvement of support workflows and customer experience
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### **Required Qualifications**

- 0–50 years of experience in customer support, client services, operations, or a related role
  - Excellent interpersonal, written, and verbal communication skills
  - Comfort working in a SaaS or technology-enabled environment
  - Willingness to work early morning or staggered shifts as required by client needs
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### **Education**

- Community college education preferred (business, technology, finance)
  - Bachelor's degree not required
  - Relevant professional experience may substitute for formal education
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### **Preferred Qualifications**

- Experience in mortgage technology, servicing, lending, or financial services
  - Familiarity with ticketing systems, CRM tools, or customer support platforms
  - Exposure to documenting client requirements, workflows, or process notes
  - Experience supporting enterprise or regulated-industry clients
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## **Skills & Competencies**

- Customer-first mindset with professionalism and empathy
  - Ability to explain technical or process concepts in plain language
  - Strong listening skills and attention to client needs
  - Ability to manage multiple requests and prioritize effectively
  - Collaborative, reliable, and adaptable in a fast-paced environment
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