

CUSTOMER SUCCESS ANALYSTS FULL TIME

KICK-START YOUR CAREER IN THIS GROWING COMPANY
GREAT TEAM ENVIRONMENT BASED IN SYDNEY CBD
BECOME AN EXPERT IN SALESFORCE.COM

The FlowBuilders team is seeking an individual who wants to build a career in Information Technology (IT), working on the Salesforce.com platform, a leading cloud based Customer Relationship Management (CRM) system.

The successful applicant will join our Customer Success team responsible for resolving support cases, delivering client enhancements and assisting on major projects in Salesforce.com.

Full onboarding and training will be provided.

Entry level and more experienced positions are available and we encourage self-motivated university graduates to apply.

We want you on the team, if you are:

- A self-motivated professional with excellent presentation, strong interpersonal and communications skills
- Reliable, punctual and able to juggle multiple tasks to meet deadlines
- Willingness to learn and a team player
- IT savvy, comfortable with technology and keen to develop skills in Salesforce.com

What skills and experience do you need to succeed in this role?

Essential

- Graduate/ Degree qualified in IT, Computer Science, Engineering, Accounting or a similar degree
- Experience working with MS-Office and Google Suite and strong knowledge of MS Excel

Advantageous

- Experience with CRM's, Enterprise Resource System's (ERP) and other major IT systems
- Accredited in Salesforce Trailhead Rank of Adventure and/or Certified Administrator
- Experience with a programming language such as SQL, C#, Ruby, Python, Net or similar
- Experience with web/content building using HTML/CSS

What does a career at FlowBuilders look like?

At FlowBuilders we specialise in partnering with organisations of all sizes to re-think, re-build, and re-connect business processes using Salesforce.com and cloud based applications. We are a small team based in the CBD working across all sectors to provide solutions for our customers.

We will ensure the successful individual is partnered with an experienced Engineer or Architect to mentor and develop their cloud computing skills as well as expose them to the broader aspects of the FlowBuilders business across sales, consulting and customer success areas. FlowBuilders will support completion of the Salesforce Accreditations (Trailhead badges) and Salesforce.com certification so that you become an expert.

FlowBuilders is a BYOD (Bring your own device) organisation for laptop and phones. We will pay for your mobile phone plan and all software licensing. We provide Opal Cards for travel to and from our workplace.

FlowBuilders fully supports diversity and inclusion in the workplace, we encourage all suitable candidates to apply including, Aboriginal and Torres Strait Islander people.

It sounds like a great opportunity, where do I apply?

Please forward cover letter and resume to Arianne Crane at acrane@flowbuilders.com.au.

For further information visit www.flowbuilders.com.au.