

Customer Support Advocate

Based in Glasgow city centre HQ



Salary: £21K - £26K + bonus

To apply for this role, please send a CV and covering letter to hireme@SIMUL8.com

Are you passionate about helping customers? Do you love problem solving?

At SIMUL8 Corporation, our users are everything to us and our software is only as good as the value our users get from it. By joining our support team and helping SIMUL8 maintain strong relationships with users, you will be instrumental to our success.

What will you do?

You will help new users get started and current users get value from our software, developing strong, positive relationships as you support them.

Your day will be filled with varied questions from users about everything from installation and using key features, to how to optimize simulations to get the best outcome for their organization. You'll also spend time working with our consulting team delivering training courses and consulting projects which will give you a deep understanding of how our users interact with our software. Due to our global market, a certain degree of flexibility will be required from applicants in regards to working hours; in particular being able to cover some US hours.

As part of the Product Development Department you'll also have direct access to our developers so you can share critical user insight directly with them and influence the next features and improvements that are made in the software.

What we offer you

At SIMUL8 Corporation we put people first as we know they are at the core of everything we do. You'll get all the usual benefits you'd expect from a company: competitive salary, bonus scheme, company pension, 33 holidays a year (increasing with service), childcare voucher scheme and opportunities to develop your career. We also go beyond that and strive to make work a pleasure. At SIMUL8 Corporation you'll also get:

- Lunchtime yoga
- Free snacks, and a Friday treat trolley
- Monthly social afternoons - from relaxed drinks to ghost tours
- Grow your knowledge and skills with opportunities to attend events and conferences
- Flexibility to help you balance work and home life

Who are we looking for?

- **A self-starter.** You are driven, focused and proactive to be as personally effective as possible. We will support you of course, but we don't micromanage.
- **Super organized.** You can prioritize competing and ever-changing tasks effectively.
- **Customer-centric.** You passionately care about delivering an exceptional user experience. Customers are always your top priority.
- **A problem solver.** You are adept at quickly gathering the facts you need from a customer and using your technical skills to rapidly isolate problems and develop a solution. 99% of your role will be problem solving.
- **Great communicator.** Your technical skills are sharp but your communication skills are sharper. You can explain complicated technical processes simply and concisely, making users feel valued and understood in every interaction.
- **Willing to travel 1 week a quarter.** We work with clients worldwide so you'll get the opportunity to travel. Our Customer Support Advocates have had the chance to visit LA, Las Vegas, New York, Boston and South Africa to work with our users.

About us

Life at SIMUL8 Corporation is fast paced and invigorating. Although we have long outgrown startup status, we've retained all the benefits and energy of an exciting, entrepreneurial company - making SIMUL8 a unique place to work. Everyone's opinion counts and everyone has the power to drive change. On top of that we get the satisfaction of creating software that makes a real world impact. Simulations built with our software have reduced NHS waiting times, increased the efficiency of car makers in Detroit by 21% and allowed the New Zealand government to rapidly recover from major earthquakes.