



**HansaWorld, a global ERP and CRM business software vendor,
is seeking to employ a Support Consultant for our office in Lithuania, Vilnius.**

SUPPORT CONSULTANT

HansaWorld is looking for a motivated self starter to join us as a Support Consultant and also being in charge of office running smoothly. The Support Consultant is responsible for providing telephone and internet consultations to existing customers on software issues. This is a customer and service-oriented work requiring good communication skills and problem-solving abilities. Additional responsibilities include office management and serving as a point of contact for communication with the other company offices and making sure the Headquarters policies and procedures are followed.

Responsibilities:

- Communicate to existing customers about software issues by phone and/or internet
- Upsell licenses and services to existing customers
- Assist with software testing
- Keep office efficient (layout, switchboard, etc)
- Take care of guests and arrange travel
- Be point of contact for HQ's inquiries to the office
- Collect reporting from other departments (sales, consulting, bookkeeping)
- Organise customer and company events and internal trainings
- Incoming and outgoing correspondence
- Filing, including contracts
- Database work - update customers/ contracts/invoices
- Other day to day tasks

Skills:

- Excellent communication and presentation skills
- Excellent planning, organisational and coordination skills

Requirements:

- Bachelors degree or diploma (can be a last-year student)
- One or more years of experience in bookkeeping or consulting with similar software
- IT literate
- Experience in a fast paced office environment
- Excellent English language skills
- Driving license

Organisation Relationships:

The Support Consultant reports to Country Manager and to other HQ staff on demand.

Benefits:

- Opportunity to travel internationally
- Potential for rapid professional development
- Work as part of a diverse international team
- Competitive salary