

## Customer Service—Financial Software Support

### QUICK SUMMARY

Full-time. Competitive pay. Full benefits. Room to grow. Promote from within. Start immediately. Inbound calls. Established company 2005.

### ABOUT US

Visit [www.xpressbillpay.com](http://www.xpressbillpay.com) to learn more about us. We are a web-based, electronic bill payment company based in Provo, Utah founded in 2005. We have grown every year and we have never laid off or fired an employee due to a bad economy. We have grown, even during recessions.

We serve two types of customers: administrators and end-users. Our first customers are the more than 600 administrators of cities, water districts and municipalities across America. Our second are the thousands of people who pay their bills to the cities—our customers' customers, the end-users.

### YOUR CAREER

There are three levels of employment in the Support Center at Xpress Bill Pay: payments, end-users, and administrators. All Support Center employees, no matter their skill level or outside experience, start off at Level One. How fast you progress to Levels 2 and 3 depends on you. We try to always first promote from within.

#### Level 1: Taking Payments

All employees start at this level, taking payments over the phone. You start here because it is important you understand the entire process at XBP. Of course, you may choose to stay at Level 1. In fact, we have several valuable team members who love taking payments and have no desire to move to other levels.

#### Level 2: Helping End-Users

After you have mastered taking payments, you would help end-users by answering company inquiries, responding to emails and solving end-user problems.

#### Level 3: Assisting Administrators

After working with end-users for a period of time, you would work with the administrators by helping them navigate our website, prepare reports and take full advantage of all the features of our robust website.

### CUSTOMER SERVICE SKILLS

We created this company in 2005 with only one desire: to make taking and processing payments easier and faster for our cities, water districts and municipalities. Customer service is key. You need to have good phone voice and have the ability have customers to “see” your smile on the phone. Plus, you must have an

outgoing personality, strong verbal and written skills, and the patience to work well under pressure during stressful or busy times.

#### PERSONAL SKILLS

- Self-manage
- Solve problems
- Think for yourself
- Stay organized
- Enjoy solving problems
- Self-starter
- Positive attitude
- Detail-oriented
- Team player
- Spanish speaking a plus

#### ACCOUNTING SKILLS

- Familiar with accounting software
- Basic accounting skills
- Budgeting and Forecasting
- Business Assets
- Expenses
- Windows DLL
- File searching

Other skills a plus:

- Previous employment in a city office
- Utility billing
- Caselle accounting software
- Government ERP

#### TECHNICAL SKILLS

- Basic computer knowledge
- Ability to learn customer service software applications
- Proficiency in Internet-related applications
- Quick learner and able to troubleshoot and solve problems quickly
- High School diploma or equivalent

#### BENEFITS

- Competitive salary, based on experience
- Health insurance with low premium
- Dental, including orthodontics
- Vision
- 401k with up to 4% match
- 20 flex-days off
- Paid holidays
- Free food and sodas

#### JOB LOCATION

We are located in Provo, Utah just north of the Shops at Riverwoods near the corner of 5200 North (River Park Drive) and University Avenue. However, later this year we be moving into a building we just purchased in American Fork near Jack & Jill Bowling Lanes. We are growing and need more space.

#### WORKING HOURS

This is a full-time position. You would work eight hours a day Monday through Friday. We are open 7:00 am to 6:00 pm. You would work during those periods. We will do everything we can to be flexible to meet your needs.

#### SALARY

Competitive pay, depending on your experience. Even though this is an entry-level position, we love to promote from within and give deserved raises.

#### APPLY

E-mail your resume to [jobs@xpressbillpay.com](mailto:jobs@xpressbillpay.com). Please do not call us or send us a message via our website. Also, please do not mail your resume nor visit our offices. We will reply to your resume.

You must meet PCI Data Security Standards. If offered a job, we would conduct a background check and drug test.