

Position Profile: Client Service Representative

Company: Enta Ticketing Solutions
Position Title: Client Service Representatives
Location: Baton Rouge, LA (Company Headquarters)
Position Type: Full Time / Direct Hire

Company Description: Enta USA, LLC is a privately owned US based company that is a world leader in providing ticketing solutions and services to colleges and universities, arenas, theatres, stadiums, museums, festivals in North America. Offerings include managed solutions, stand- alone solutions, consulting, implementation and training services around the ENTA software product. In development and use in the UK for over 13 years, ENTA is the world's most advanced box office / event / venue management solution. With over 540 venues worldwide, ENTA has been proven in the demanding UK theatre market, United States university market, Premier League soccer stadiums as well as other major events and venues in the United States, Europe, and Australia.

Position Description: Use a strong technical and industry background to provide customer support online, remotely as well as on the phone to box office, marketing, and venue management personnel while supporting the development of more mature support team as the organization grows. This is an excellent opportunity to get involved on the ground floor of a fast growing ticketing solution company and will require the ability to wear many hats initially while providing support to current and future Enta clients.

Duties:

- ❖ Provide telephone, on-line and remote support to users of the Enta Solutions
- ❖ Perform product diagnostics to support client
- ❖ Assist with business consulting during implementation engagements
- ❖ Help with presale and post sale activities
- ❖ Participate in industry conferences
- ❖ Work with training department to develop and refine classroom and online training materials / curriculum / methodology
- ❖ Participate in cross functional teams to develop / refine sales, implementation and support methodologies
- ❖ Assist with interviews for potential training consultants

Qualifications:

- ❖ Bachelor's degree in business, technical or educational discipline from an accredited four-year institution or 3+ years in the ticketing industry
- ❖ 3+ years experience in software training, support, and/or consulting work
- ❖ Excellent analytical and logic skills
- ❖ Excellent organizational, written, verbal and interpersonal skills
- ❖ Excellent presentation skills
- ❖ Attend to details within a multi-task work environment
- ❖ Other preferred (although not required) skills include:
 - Master's degree in business or technical discipline from an accredited four-year institution
 - Software development or technical consulting experience
 - Understanding of box office, ticketing and marketing, or customer relationship management (CRM)

This is a full time salary position with full benefits including health, dental and vision, life and disability insurance, paid vacation, 401k, and competitive salary.

For immediate consideration, qualified candidate should email their resume to career@entausa.com

Candidates must be eligible to work in the United States. EOE