

Customer & Application Support specialist – LATAM

Commodities Engineering is the leading provider of **CTRM solutions for the metals concentrates, refined metals, scrap and recycling industries**. Our clients range from miners to traders and end consumers. Designed by a team from the metals industry our **CTRM, 'Balsamo'**, is a **fast, reliable, scalable, efficient and user-friendly** system using latest technology to provide the best user experience to manage these demanding and complex commodities. Based in Geneva and in UK, CE serves customers across 4 continents.

We are expanding our team with a **Customer and Application Support executive based in Central or South America** (ideally Bolivia, Peru, Uruguay or Argentina) to better serve our US and LATAM customers within their time zone.

We pride ourselves on having the highest performing CTRM for the Commodities Industry as well as providing swift and efficient services to our clients. If you would like to join our growing team, we would be happy to hear from you! Previous experience in Customer Support within the Commodity Trading Industry would be an asset, however this position is also open to entry-level applicants with an interest in finance and commodities.

Key accountabilities

- Be the main point of contact for 1st line support via telephone and JIRA tracking system
- Assess the needs of the clients and either solve it directly or transfer to technical team
- Interact with clients to make sure their requests are properly understood and document this information in JIRA so that the CE team has a common understanding of the issue
- Interact with the technical team to ensure issues are resolved to the satisfaction of the clients, accurately documenting details and reproducing steps (where required)
- Regularly update JIRA tickets with details showing the latest status of each support request
- Track time spent - by customer and by issue
- Keep customers and colleagues regularly informed on progress until issues are solved to the satisfaction of the client
- Assist Customer Support manager in the development and maintenance of user documentation; ensure those guides reflect real life needs from clients as well as continuous improvements carried out on Balsamo software; ensure commodities knowledge is shared across the organization
- Deliver training sessions on Balsamo usage to our clients, during implementation phase and on 'as and when' basis
- Provide on-site support to customers during software implementation and as required
- Test new functionalities of Balsamo (in collaboration with the technical team) before they are released to their customer environment

Key Skills and Experience

- Excellent communication skills (oral and written) both internally and externally
- Capacity to update and formalize documentation for both the system and the implementation process
- Spanish speaker with excellent English language skills
- Customer satisfaction is a key priority
- Great problem-solving abilities with the aptitude to pick things up quickly
- General IT knowledge and ideally some experience of using ticketing systems such as JIRA
- Organizational skills and ability to keep track of several projects in parallel
- Ability to use internal and external collaboration tools such as Skype
- Understanding of Commodity Trading concepts / industry standards, ideally acquired through 2+ years' experience in the mining, scrap or refined metals industry
- Familiarity with financial concepts such as P&L, financial exposure, and foreign exchange exposure
- Autonomy to work remotely (manager is based in European time zone)
- Capacity to learn and adapt to fast paced, changing environments

Ideal but not mandatory – if you don't have them, be willing to learn 😊:

- Ability to write SQL queries
- Awareness of databases, virtual servers, remote connectivity security, Cloud, Wiki

What Commodities Engineering offers

- a great opportunity to be coached by and learn from senior industry experts
- entrepreneurial environment with great freedom for each employee to build a successful company
- an inclusive environment where individuals are valued for what they bring, no matter if they fit the standard profiles

Please send your application to contact@commoditiesengineering.com, we will come back to you within 2 weeks.