



## Product Specialist

### THE EVENT INDUSTRY NEEDS YOU!

Are you passionate about offering great customer service, want to work in the event industry, and love technology?

eShow a global leader in event management and product solutions is looking to add a motivated Product Specialist to the team.

### Position Description

We are looking for a Product Specialist who can provide ongoing support to our clients. The candidate should be able to build strong client relationships, implement the client's business practices into the eShow product, and minimize churn rates.

Ultimately, you will work directly with clients to help solve their problems and ensure their satisfaction while they are an active account with us. You will also work closely with other employees to ensure customer questions and concerns are addressed in a timely manner.

### JOB REQUIREMENTS AND RESPONSIBILITIES:

- Become an expert in the eShow software and educate customers on the use and benefits of our products
- Promote value through customer experience via telephone, email, screen share, and face-to-face communication.
- Set day-to-day expectations with client using clear and concise communication
- Manage client training and contribute to educational materials
- Serve as a product, company and industry ambassador, keen on educating clients on the capabilities of the eShow product.
- Keep clients up to date on new features and products
- Work closely with Sales, Support and other Technical teams to ensure an exceptional customer experience.

### CUSTOMER SERVICE SKILLS:

- Provide exceptional customer service to all clients by listening to and assisting clients while exceeding their needs, as well as demonstrating an excellent knowledge of eShow products.
- Service clients, including understanding the nature of client inquiries, determining next steps, and pursuing issues to successful and prompt completion.
- Assist the client with understanding best practices where applicable in order to help deter from bad decisions early in the event lifecycle.
- Ability to understand the customer's profile including unique service requirements, expectations & business/industry segment.

### QUALIFICATIONS AND EDUCATION REQUIREMENTS:



Minimum Experience:

- 2-3 years of experience in event industry
- Previous project and/or client management experience
- Excellent computer and technology skills
- Heavy use of the Google Suite
- Development of attainable timelines for each event
- Strong attention to detail and follow-through
- Excellent written and verbal communication skills
- Ability to multi-task and manage multiple client deadlines
- Strong analysis and judgement skills
- Work well in a team environment