



STR is seeking a Client Support Specialist for the Client Support team. Key responsibilities for this role include: seek to understand the problem/issue a client is experiencing, communicate a willingness to help and provide a comprehensive solution. A Client Support Specialist also needs to maintain client records as well as educating clients on available products and services. If you are a self-starter, dedicated to service, a team player and enjoy problem solving you will thrive in this position.

Founded in 1985, STR is the global leader in data solutions and analytics for the hospitality industry. We are a rapidly growing company with ambitious plans for the future, and we pride ourselves on being a trusted partner to our worldwide client base as well as being a great place to work. STR has been recognized as one of the “Top 10 Coolest Companies to Work for in Nashville” in addition to earning a #1 ranking on a Tennessean Top Workplace poll and a spot on Inc. 5000’s list of fastest growing companies.

Attributes and experience desired:

- Bachelor’s degree
- Experience with a CRM system & Helpdesk ticketing system (Salesforce)
- Prior experience on property or in a hotel corporate environment
- A desire to exceed expectations of STR’s clients
- Strong written and verbal communication skills
- Ability to maintain confidentiality
- Ability to multi-task and work in a fast paced environment
- Ability to manage deadlines
- Ability to organize and prioritize workload
- Excellent phone skills
- Ability to adapt well to change
- Detail oriented
- Ability to work independently and as part of a team

Preferred experience:

- Minimum 2 years work experience in customer service, hotel, or date-focused environment
- Experience with Microsoft Office products (Outlook, Excel, Word)

This position is located in our international headquarters in Hendersonville, TN, just north of Nashville.