

CURRENT OPPORTUNITY

Title: **Municipal Support Specialist**

Employment Type: **Full-time**

Join a fun and dynamic team on the leading edge of software design and support.

Catalis is North America's leading government Software as a Service (SaaS) and integrated payments provider, powering municipal, county, state, and federal governments. With deep expertise, a proven track record, and innovative digital solutions, Catalis has empowered public servants across the US and Canada to modernize government and engage citizens.

About Catalis and what we offer

- Office located in Old Strathcona (Edmonton, Alberta)
- A fun work environment with top-notch amenities
 - Stand up desks, meditating/quiet room, foosball, table tennis, shuffleboard, darts, and board games
- An active social committee, in-office puppy policy, lounge areas, and more!
- Competitive compensation, Hybrid work policy, full paid vacation, and comprehensive health & dental benefits
- We focus a lot of energy on professional development as we want our employees to grow with our business

About you as the Municipal Support Specialist

- You are the first point of contact with our diverse municipal government client base.
- You use your high-level technical skills in Microsoft environment to communicate with and assist clients.
- You use your knowledge and experience in Municipal Tax systems, payroll, accounting, bank reconciliation and general business to help clients perform their daily operations using the company's software and modules.
- You use your knowledge and experience to diagnose, research, and resolve technical issues effectively.
- You educate clients by providing accurate information on our products, services, and best practices.
- You engage with customers and help them succeed in using our tools and modules through detailed client training.
- You regularly work with internal and external stakeholders to ensure accurate, effective training content is maintained.
- You direct unresolved issues to the next level of support personnel for assistance.
- You can identify and escalate situations requiring urgent attention.
- You successfully maintain a high level of customer service to ensure we deliver white-glove-service.
- You use your friendly personality and professional attitude to create raving fans of internal and external customers.
- You provide insight from experience and client feedback to enhance our tools and service offerings.
- Other duties as assigned.

What you bring to the team

- Knowledge/Experience with general accounting principles, payroll functions, municipal government act(s) and bylaws.
- A track record of successful collaboration in a team environment and the ability to take and give feedback.
- Rural municipal knowledge: or a willingness to learn about the municipal space.
- Ability to be empathetic and communicate as a "Trusted Advisor" within the rural municipal space.
- A strong background in (Municipal) Accounting principles.
- Attention to detail with strong writing and verbal communication skills.
- A Self-starter attitude with intuitive problem-solving skills; ability to independently research multiple solutions.
- An ability to effectively prioritize ongoing projects and tasks.
- An ever-curious mind that is always driven to learn new things.
- Strong customer support skills and capability of working proficiently in an unsupervised manner.
- A College or University degree/diploma is valued but not imperative.

To apply.

To apply, contact:

Email: sandy.franche@catalisgov.com

Email subject: Opportunity: Municipal Support Specialist