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**Company: Jitasa**

**Job Title: Client Care Analyst**

**Location: Richmond, VA**

**Employment Status: Full Time**

**Job Description**

Our business is growing, and we're looking to add to our Client Care team. Your primary focus will be providing application support, trouble-shooting, and client support services to our customers located throughout the United States. You will constantly be interacting with customers and co-workers regarding a wide variety of business, application, and technical matters.

This position requires clear written and verbal communication skills, trouble-shooting skills, active listening skills, negotiation and persuasion skills, as well as sound and accurate judgment. You must be able to quickly and accurately analyze customer issues, develop comprehensive solutions, and effectively communicate and implement the solution in a professional and timely manner, even in pressure situations.

We're looking for motivated individuals who possess exceptional skills in their areas of expertise, a strong commitment to excellence, and the ability to maintain a high level of customer trust and confidence.

**Required Skills and Education:**

- A bachelor's degree in the Accounting, Finance, Information Technology, or Business Administration fields of study.
- A minimum of two (2) years' experience in implementation and/or support of ERP/Accounting software solutions or several years' Manager/Supervisor experience in a Finance/Payroll department. Experience in a K-12 education environment is a big plus.
- A well-rounded and solid understanding of accounting principles and day-to-day business practices.
- Solid computer skills. High proficiency in Microsoft Office.

**Additional Experience (a plus, but not required):**

- Experience with Microsoft Dynamics NAV and/or Serenic Navigator.