Customer Operations Specialist

Remote

DESCRIPTION

Reconstruct is seeking a Customer Operations Specialist with a passion for virtual, design and construction and a broad and focused ability to implement Reconstruct on multiple construction projects by supporting the growing customer success group. The successful candidate will be our back line to our most valuable asset of Reconstruct, our customers, ensuring the best technical implementation through product support, onboarding and project execution.

RESPONSIBILITIES

1. Customer journey: work hand in hand with customer success managers during all stages of the customer journey to ensure the best user experience from first impressions during onboarding, continuous engagement as new features are released, and perpetual project success during construction execution.

2. Customer support: act immediately on technical support and issues by providing an effective and timely response. Coordinate with product development to identify, report, monitor and test any technical resolution.

3. Product development: communicate any customer ideas to improve Reconstruct with product development and be the first consumer of any new improvements and features. Identify and anticipate any benefits or issues from the complete portfolio of projects and effectively communicate them with the customer success group.

4. Customer success: monitor customer and project success performance against Reconstruct's onboarding, deployment and renewal plans and procedures.

5. Develop and manage internal and external resources for customer onboarding, support, marketing, sales, and customers success that will engage customers every day in Reconstruct.

QUALIFICATIONS

- Bachelor's degree in an Engineering or Construction
- Passion for construction innovation and technology
- Onsite reality capture and construction project experience
- Self-starter, problem solver, can-do attitude
- Experience with VDC including BIM, 4D construction scheduling, production planning, project controls, and realty capture.
- Strong communicator, internally and externally to customers