



March 7, 2017

Business Analyst/Client Specialist

QCash Financial provides an automated, cloud-based mobile lending platform. The platform enables financial institutions to quickly provide short-term loans to the people they serve, in order to improve their lives and enable their financial sustainability.

The QCash Business Analyst drives engagement, increases product usage and decreases client turnover. You will be part of a team collectively responsible for the overall health of our product and clients satisfaction. Your interactions will be remote, using phone, e-mail, webinars and other methods to convey ideas, perform training and resolve open issues.

The ideal candidate will be a data driven individual and have the ability to quickly assess the needs of our clients and work to address those needs efficiently. To be effective you must demonstrate the value of QCash Financial products and services and be willing to work in an environment that at times will be ambiguous as a startup can be. You will be handling incoming calls, emails and support requests from clients and supporting executive teams. This may also include proactive contact with existing clients and past prospects to help train, reconnect, and provide additional support assistance. You will help the client incorporate QCash products into their operations, continually driving adoption in the process.

Key Responsibilities and Duties:

- Participate in the management of the overall product health and client satisfaction
- Proactively reach out to customers to drive engagement and increase usage
- Assist and/or lead new project [clients] implementations under the assistance of the Implementation and Operations Directors
- Assist or lead in the maintenance and updates of the QCash Financial Administration Guide and knowledge base/self-help to allow our clients to self-serve
- Assist in the development and coordination of the QCash Quality Assurance program
- Assist with the creating a community forum for client FAQs, suggestions, feedback, and requests. This may include serving as the moderator for the community forum

- Share data with clients to change behavior and drive adoption
- Respond to client escalations from our product and field teams
- Perform presentations and training remotely to clients
- Encourage clients to think differently about their business in ways that will help both parties achieve success
- Consistently meet and exceed regular team and individual goals
- Assist in the reduction of client attrition

Experience and skills:

- 2+ years account management experience required
- 2+ years project management or project coordination required
- 2+ years of customer service required
- Experience using Salesforce or equivalent CRM solution
- Experience in using the Microsoft Office Suite
- 2 years of credit union experience preferred
- 2 years of sales experience preferred

Hours and Location:

40 hours/week Monday – Friday, Must be flexible to meet business needs;
Telecommuting-remote work is an option

QCash Financial is located in Olympia, WA

Compensation: DOQ

Organizational Culture & Office Environment:

Our staff is a small, tight-knit team that is driven by a shared passion for achieving our mission and vision. We are highly adaptive, fun, collaborative, and always willing to “roll up our sleeves” to get stuff done – whether it’s a strategic initiative or assisting in supporting clients.

We value an environment where every voice counts and staff are empowered to be open and to share their opinions. Differences are honored, and constructive criticism is welcome as we collectively strive to learn and improve. There are times when the work environment is intense, but the tension is easily broken with a good laugh and affectionate ribbing.

To learn more about QCash Financial, visit <https://Q-Cash.com>.

Location: 330 Union Ave, Olympia WA

We look forward to receiving your resume and learning more about you!

APPLICATION PROCESS: Interested applicants for this **QCash Financial** position, please email your resume to jobs@q-cash.com

Equal Opportunity Employer

We also proudly support veterans and those currently serving in the armed forces