

## Customer Support Representative, Real Estate - Legal Vertical

Reports to: National Sales Manager, Legal  
Number of Positions: 1  
Locations: Edmonton, Alberta

Teranet's subsidiary, Do Process Software Ltd. is poised for growth in Alberta. As such, we are searching for dynamic and highly motivated professionals to support customers using *The Conveyancer*, the leading automation software for real estate law offices in Canada.

### RESPONSIBILITIES:

- In a post sales role, help firms successfully implement *The Conveyancer* software into their office workflow.
- Accelerate adoption of *The Conveyancer* by providing in-depth, hands-on training to new users of The Conveyancer
- Assist firms to tailor the program and modify document templates.
- Foster relations with customers to ensure greater utilization of the program and its associated services.
- Solicit feedback regarding our products & services and collect and share market intelligence.
- Represent *The Conveyancer* at industry events.
- Work cooperatively with Sales to identify and qualify new prospects for *The Conveyancer*.
- Create and deliver a superior Customer Experience for firms in Alberta.

Position will be situated in Edmonton with some travel within Alberta required.

### QUALIFICATIONS:

- University degree preferred
- 3-5 years of related work experience
- Knowledge of real estate conveyancing, legal and/or real estate transaction process
- Intermediate to advanced knowledge of MS Word, MS Excel and MS PowerPoint
- Strong communication and presentation skills

**Do Process Software Ltd.**, acquired by **Teranet** in 2008, is the provider of The Conveyancer, the leading automation software for real estate law offices in Canada. *The Conveyancer* is already used in more than 3000 Canadian law firms and is loaded with features that save time and effort producing documents and managing real estate files. If this position is of interest to you, please send your covering letter and resume to: [HR@Teranet.ca](mailto:HR@Teranet.ca)