



E-Commerce Support Analyst

Remote • Full Time • Exempt

Looking for a job where you can work from home? Well as an E-Commerce Support Analyst at RFMS, you can! Our Support team members all work remotely and this allows them to assist clients from all across the United States.

E-Commerce Support Analysts are responsible for providing clients with prompt, accurate responses and excellent customer service experiences on all B2B related questions. Client interaction would be via phone, email, chat, and/or through help desk tickets.

What we look for

Someone who is a strong communicator both verbally and written. A team player with lots of RFMS experience who can provide high-level support to our clients. Individuals who love to expand on their knowledge and have a desire to grow within the industry.

To qualify, you must have

- High School Diploma or GED
- At least 2 years RFMS B2B/E-Commerce software experience
- At least 2 years of experience within the flooring industry

What working at RFMS offers

We offer the opportunity to develop new skills and progress your career within the software industry. In addition, we offer competitive benefits packages that consist of:

- Health Care Plan (Medical, Dental, Vision)
- 401k Plan (Traditional & Roth) – we match \$1 for \$1 on first 3% deferred and \$0.50 for each \$1 on next 2% deferred
- Company-Paid Life Insurance Policy
- Flexible Spending Accounts
- Paid Time Off
- Tuition Reimbursement Program
- Phantom Stock

About Us

RFMS is the leading software development company focused on providing modern-day technological solutions to the floor covering industry. We have over 35 years of experience streamlining flooring businesses and making owners more profitable. The RFMS Team consists of over 100 team members operating out of our Corporate Office location in Tuscaloosa, Alabama, and various remote locations throughout the US, as well as the RFMS Australasia office in New Zealand.