

Customer Care Representative



ZayZoon

Phone :
Web :

Job Summary

Vacancy :

Deadline : Sep 13, 2024

Published : Aug 13, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

WHO WE ARE

Our goal is to save ten-million hard-working employees ten-billion dollars. We are a **values driven, well-funded, and fast-growing** Financial Technology and HR company. We want to empower small and midsize businesses with financial tools that make them the place where people want to work.

We've created a financial empowerment platform that helps small but mighty HR teams make a big impact on employee financial wellness. ZayZoon is quickly becoming the employee financial wellness super-app that employees can't live without, and employers are clamoring to offer to help attract and retain talent.

We are growing fast and have been recognized for rapid growth in the 2023 Deloitte Technology Fast 500 and Canadian Technology Fast 50 program! You can read more about it [here](#).

The Role

ZayZoon is looking for a Customer Care Representative to be a central part of our product and service experience - a strategic strength in our business, critical to our mission. The Customer Care Representative answers customer questions, troubleshoots complex inquiries, and provides education on our products to ensure our customers are well cared for, and well served. Internally, the Customer Care Representative acts as the "voice of the customer" and is routinely involved in surfacing patterns and escalating feedback used in new product ideation and experimentation. This role works directly with key members across multiple departments including finance, legal, and of course our product, and development teams!

Please note, this role may require working on weekends.

Applications will close on **Thursday, August 15.**

YOUR RESPONSIBILITIES:

- Provide support and guidance to ZayZoon customers via in-app chat, and email
- Act as the initial point of contact, troubleshoot, and escalate sensitive issues to the appropriate internal team
- Work collaboratively with our growth and product teams to provide data, insights and surface questions that help inform our thinking about how to improve what we offer as well as developing new features, products, and support for our customers
- Assist with process improvements within Customer Care
- Participate in building and maintaining Customer Care documentation in the ZayZoon knowledge base
- Assist in staying on top of current technology developments applicable to the team – share your ideas with us!
- Champion ZayZoon's mission to provide responsible financial products

TO BE SUCCESSFUL IN THIS ROLE, YOU NEED TO BE SOMEONE WHO:

- Is a computer savvy self starter, comfortable digging into new tools
- Excels at providing clear, transparent and honest feedback of improvements to user interface and user experience
- Has strong critical thinking skills to recognize patterns, identify issues, and the steps required to resolve them

WHAT YOU BRING TO THE TABLE:

- 3-5 years of customer service or support experience
- Familiarity with Google Workspace, Slack, or similar tools
- Exceptional verbal and written communication skills; you excel at providing clear instructions, and articulating feedback for improvements to the user interface and user experience

#LI-REMOTE

ANYTHING ELSE YOU MIGHT NEED TO KNOW

Candidates must be located in Canada to be considered.

We are organized as a remote team, as such we are looking for candidates who can work effectively remotely. You must have access to a secure high speed internet connection and a secure workspace to ensure security of private information. This role is available on a permanently remote basis.

Please be aware that as part of our final hiring process, we will conduct reference calls with previous managers and possibly other individuals. Additionally, due to the nature of our business, a criminal record check and a basic security clearance will also be required.

We wish to thank all qualified applicants for their interest in joining our team!

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
