

**Customer Development
Representative**



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

Are you the kind of person who makes a good first impression?

Then Jobber might be the place for you! We're looking for a **Customer Development Representative** to be part of our **Success** department.

Jobber exists to help people in small businesses be successful. We work with small home service businesses, like your local plumbers, painters, and landscapers, to transform the way service is delivered through technology. With Jobber they can quote, schedule, invoice, and collect payments from their customers while providing an easy and professional customer experience. Running a small business today isn't like it used to be—the way we consume and deliver service is changing rapidly, technology is evolving, and customers expect more. That's why we put the power and flexibility in their hands to run their businesses how, where, and when they want!

Our culture of transparency, inclusivity, collaboration, and innovation has been recognized by Great Place to Work, Canada's Most Admired Corporate Cultures, and more. Jobber has also been named on the Globe and Mail's Canada's Top Growing Companies list, and Deloitte Canada's Technology Fast 50™, Enterprise Fast 15, and Technology Fast 500™ lists. With an Executive team that has over thirty years of industry experience of leading the way, we've come a long way from our first customer in 2011—but we've just scratched the surface of what we want to accomplish [for our customers](#).

The team:

Our Success team works together with other teams and stakeholders to bring our company values to life for our customers. By being humble, supportive, and truly giving a sh*t, the Success team ensures that our customers are successful in Jobber.

Whether by phone or live chat, our team is on standby waiting to explain the newest feature, help with functionality and custom workflows, or happy to accept feedback! This team thrives on constant communication with one another and with our customers, and plays a significant impact on the lives of entrepreneurs and business owners that utilize Jobber.

The role:

Reporting to the Manager, Customer Setup, the **Customer Development Representative** will be one of the first touchpoints for customers who purchased Jobber, so making a good impression is paramount. You'll get the opportunity to further develop our success process by uncovering potential customers who could benefit from training or other success resources. You'll increase the team's efficiency by ensuring these opportunities are passed to Onboarding Representatives to champion the relationship.

The **Customer Development Representative** will:

- Book calls with Product Coaches for new Jobber customers and identify existing customers who might be interested in training.
- Routinely complete a high volume of daily interactions in order to reach the maximum number of customers possible and increase effectiveness and efficiency of calls
- Connect with potential customers through a variety of inputs (phone, chats, email). You'll be talking to small business customers around the world and in a variety of industries, so every day will be different!
- Work with Onboarding Representatives to provide the best customer experience and exposure to the Jobber product for our customers.
- Communicate with multiple departments to ensure feedback is communicated around initiatives, products and campaigns.
- Track key information for follow-up and analytics and ensure accuracy of information being shared.
- Continue to work on your skills through continuous feedback from other team members and leaders.
- Work with Setup Leadership and Senior Customer Development Representatives to brainstorm, plan and execute experiments that trial new ways of reaching our customers and communicating the value of onboarding at Jobber.

To be successful, you should have:

- **Previous customer service experience.** If you love people and want to create best in class experiences – this position is for you.
 - **The ability to be a self-starter.** You will likely dial over 100 calls per day to effectively support the process. We need someone who is energized by moving fast, not depleted by it.
 - **Drive and tenacity.** Not every customer will say yes or be interested in what you have to say. You should be motivated to consistently achieve results. Consistency is key.
 - **The ability to collaborate.** You must establish strong relationships quickly and work with the Product Coaches and leadership to understand what is and isn't working.
 - **The ability to adapt and pivot.** We're an agile company and we need people who are able to pivot and change directions when required.
- To be a strong and confident communicator.* You have the ability to actively listen and converse with our customers, and get a true understanding of who they are and what they need.

Please note: *The shift for this role is Monday to Friday from 8am to 5pm (within your timezone) and there is a potential requirement of working one day on the weekend every 4 weeks in the future.*

What you can expect from Jobber:

Having been named as a [Top 10 Great Place to Work in Canada](#), we walk the talk. Here are just some of the great things you can expect from us:

- A total compensation package that includes an extended health benefits package with fully paid premiums for both body and mind, retirement savings plan matching, and stock options.
- A dedicated Coaching and Development function, including Development Coaches, to help build the career you want and hit the goals you set, while ensuring you're reaching your fullest potential.
- Support for **all** your breaks: from vacation to rest and recharge, your birthday off to celebrate, health days to support your physical and mental health, and parental leave top-ups to support your growing family.
- A unique opportunity to build, grow, and leave your impact on a \$400-billion industry that has no dominant player...yet.
- To work with a group of people who are humble, supportive, and give a sh*t about our customers.

We believe that diverse teams perform better and that fostering an inclusive work environment is a key part of growing a successful team.

We welcome people of diverse backgrounds, experiences, and perspectives. We are an equal opportunity employer, and we are committed to working with applicants requesting accommodation at any stage of the hiring process.

A bit more about us:

Job by job, we're transforming the way service is delivered. Your lawn care provider, home cleaning service, plumber or painter could use Jobber to better connect with their customers, save time in the office, invoice faster, and get paid! We're bringing tens of thousands of people together with technology to deliver billions of dollars a year in services to happy customers. Jobber exists to help make these small businesses successful, and when they're successful we all win!

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
