

**Customer Operations Intern
(F2024)**



Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 06, 2024
Published : Jul 06, 2024
Employment Status : Internship
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

About Us:

We exist to modernize the way that vendors and property managers work together. We do this by building industry-specific vendor management & procurement software that connects over 6,000 buildings & 40,000 vendors in a single marketplace. We improve efficiency & reduce cost for property managers while driving new business to vendors across the continent.

We're one of the fastest-growing Toronto startups, a certified "[great place to work](#)," and in 2023 recognized as one of the [Best Workplaces in Canada](#). VendorPM is backed by world-leading SaaS & PropTech funds, including; Bessemer Venture Partners, the former CEO of Twitter, Real Estate leaders, Prudence VC & Navitas Capital. Our team is passionate about growth, innovation, and collaboration - if you are passionate about making an impact and putting in the work to get there, you're likely a great fit for our team!

Job Responsibilities:

- Reach out to vendor clients via phone calls and emails to support them in uploading quotes to bid on jobs.
- Ensuring client satisfaction of property managers and maintaining constant communication with vendors to facilitate a smooth RFQ fulfillment process.
- Monitoring account data and client usage info and stats with our BI tools.
- Maintaining strong relationships with clients to mitigate any negative product experiences over the phone.
- Act as a liaison between Vendor and Enterprise Customer Success departments.

What you'll bring to the table:

- A detail-oriented approach to customer success management
- The ability to utilize and suggest improvements in current data reporting methods
- Work alongside the customer success team to ensure overall customer retention
- Work with the product team to analyze user behaviour and suggest product improvements to better service accounts.
- Understand the dynamic of both the demand and supply side of our marketplace, and ensure that CS duties facilitate smooth interactions with both user types

Our Ideal Candidate:

- Must be a student enrolled in a post-secondary institution program during the work term.
- Available to work full-time hours for either a 4, 8, or 12 month term.
- Comfortable with making outbound calls daily.
- You know your way around a CRM, familiarity with Salesforce is an asset.
- You get it done.
- You are well organized.
- You have an entrepreneurial mindset.
- You are results-focused and have a proven track record of success in a quota-carrying role.
- You always want what's best for your clients.

Compensation

\$17 - \$20/hr

Meet your fellow problem-solvers

We believe in problem solving as a team. So why not meet your squad now?

- Emiel Bril, CEO : <https://www.linkedin.com/in/emiel-b-a1a4a187/>
- Victor Dagher, Customer Operations Manager: <https://www.linkedin.com/in/vdagher/>

Interview Process

We want to be a surprising and exciting place. But we also want you to know what to expect on your journey, starting with the interview process. Here's what getting to know us will look like:

- Interview process step 1: Google Meets call with Recruiter
- Interview process step 2: Interview with Hiring manager

Please check out these short explainer videos to learn more about us!

For property managers: <https://vimeo.com/536057964>

For vendors: <https://vimeo.com/516330777>

What's it like to be an employee at VendorPM? Learn more here

https://www.glassdoor.ca/Overview/Working-at-VendorPM-El_IE4250175.11,19.htm

VendorPM welcomes and encourages applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
