

Customer Success Co-op



Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 12, 2024

Published : Jul 12, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

What is HEADCHECK Health:

HEADCHECK Health is based in Vancouver, BC and we are the world leader in concussion protocol compliance technology. HEADCHECK has changed the landscape of sports through data-based insights through our end-to-end solution to execute concussion protocols, mitigate risk, and support recovery. We simplify what's normally a complicated process and provide medical professionals, parents, coaches, league directors, and owners with the information they need to make informed decisions about player safety.

Position Summary:

As a Customer Success Representative Co-op at HEADCHECK Health you will be responsible for supporting the team to build relationships with our customers and helping them get the most out of the HEADCHECK platform. You will work to discover their current understanding and requirements for concussion management, will help tailor the HEADCHECK system to support their processes, and will communicate and coach customers, curating the customer experience to ensure success. We're growing quickly and working with some of the leading sports organizations in North America.

Key Responsibilities:

- Engage with customers to understand their current process, areas requiring improvement and their key wins/opportunities throughout the year
- Conduct online software training to ensure successful knowledge transfer of switching from paper to technology
- Work with Product and Marketing teams in the development of product-related marketing and communication materials, tools, and internal resources
- Provide transition support activities for new customers including system configuration, data management, content migration, admin, training, etc
- Author blogs/helpful articles, emails, social network posts and other creative elements which may help your customers
- Create and maintain job aids and reference resources for administrators and end users
- Manage support call and change requests submitted to the Customer Success queue
- Other responsibilities as the role requires

Passions, skills, and competencies:

- Experience working in sport as a coach, manager or medical team member
- A passion for helping people
- You have a natural curiosity, excellent communication skills, an aptitude for making friends wherever you go and a competitive streak which helps you get the information you need to achieve results.
- Some understanding of sports and/or the key roles in sports organizations will be helpful for you as you attempt to navigate various organizations and identify the best person to connect with.
- Excellent organizational skills and time efficiency
- Customer-centric mindset
- Willingness to learn, and wear a few different hats to get the job done

Working at HEADCHECK

HEADCHECK offers a fast-paced, dynamic work environment where all employees have an impact. What differentiates us is our commitment to work-life balance. Our employees enjoy independence and the ability to pursue professional projects of interest. We offer a remote-first working environment, but if you're in the Greater Vancouver Area you are welcome to join us at our Fairview neighbourhood office. What should excite you the most about HEADCHECK is the opportunity to be a key player in revolutionizing how technology, health, and safety intersect.

Enjoy a rewarding and challenging high growth startup environment filled with a great perks!

Job Type: Co-op Full-time; 4 month position with possibility to extend to 8 months by mutual agreement. Ideally August or September 2024 start date.

Rolling Applicants: Applicants will be reviewed and interviewed on a rolling basis and may hire prior to the application close date.

Compensation

\$18.00 - \$20.00 per hour

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
