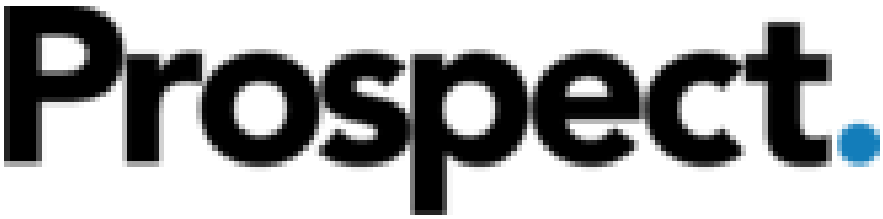
Customer Success Representative



Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 05, 2024
Published : Jul 05, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

e are a remote startup (headquartered in Canada) building a smart, curious, and driven team that's making software to help sales reps sell better.
Prospect is a lead generation app that helps you find contact data right inside your browser in real-time. The best sales teams from the top tech companies in the world use Prospect to crush their sales targets.

MORE ABOUT US

We are currently a team of 14 people -- you will be #15
We are a fully bootstrapped and profitable startup (no VCs or investors). We want to do what's best for our team and customers.
We are a fully remote company with a great remote work culture. We don't work weekends and provide ample time off. We don't have any "managers" and avoid wasteful internal meetings.

ABOUT YOU

You are calm and collected. You enjoy helping others and talking to people. You know that things sometimes go wrong and can deal with "fires" without losing your cool.
You're self-managed and well-organized. You embrace the opportunity to wear different hats and try new things. You love to learn.

HOW WE CURRENTLY DO CUSTOMER SUCCESS

Customer success for us means handling technical support issues and account management. Our main channel of support is email. We use Intercom to manage all our support emails. We also provide support via in-app live chat and even Slack.
We believe in proactive support. We do our best to educate and train users as soon as they start using our software.
For more passive support, we actively maintain a knowledge base. Customers can access the knowledge base to see answers to common questions.
Our customer success team works closely with Sales to provide insights into Customer "health" and assist in training and onboarding Customers.

WHAT YOU WILL DO

You will be helping us full-time with customer support and success. This includes doing things such as:
• Prioritizing support tickets and answering them as soon as possible
• Hopping on Zoom calls to diagnose problems and educate users
• Working directly with Engineering to funnel customer feedback and requests
• Analyzing daily usage metrics to better understand users
• Taking actionable steps to engage accounts based upon user engagement
• Creating Intercom campaigns to engage and educate users
• Working closely with Sales to help achieve cross-functional goals (onboarding, training, renewals, etc)
Since you will be the face of our company to customers, you will also:
• Update knowledge base and make training videos
• Help shape our roadmap based on customer feedback
• Regularly update internal company wikis
Our customers are global, but we've noticed that most contact us between 10am-6pm EST (UTC-5).

Requirements

MUST HAVES

• 1-2+ years of customer support and account management experience
• Technical chops (you can learn technical troubleshooting concepts quickly)
• Great e-writing skills (you can clearly and cleanly communicate over email, Slack, chat, etc)
• High level of organization and self-motivation

BONUS NICE-TO-HAVES

• Past remote work experience
• Worked at a startup or a SaaS company before
• Experience with Salesforce (CRM) and Intercom (or similar tools)
• Familiarity with Chrome Extensions

Benefits

WHAT YOU'LL GET

• Salary: **$45,000 - $50,000 US dollars** per year
• Freedom to try new things (help people the way you want)
• Ability to work fully remote from anywhere in the world

MORE OF WHAT YOU'LL GET

• 4 weeks paid time off
• Work remotely full-time
• Be part of a small team doing big things in an independent work environment
• $1,500 annual continued learning budget (for books, courses, and self-improvement)
• $1,000+ annual travel spending allowance (money to spend during your vacation)
• Benefits (health, dental, etc) through our company HSA (for people living in Canada)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits