

Phone :

Web :

Job Summary

Vacancy :

Deadline : Oct 26, 2024

Published : Sep 26, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Making the world more fun, playful, and human.

Inspired by scavenger hunts and evolved by our customers, Goosechase is a SaaS platform that empowers creators to engage, activate and educate their communities through delightful interactive experiences. From teachers wanting to engage their students to HR Directors needing to breathe life into stale onboarding processes, Goosechase helps people bring their communities together, have a ton of fun, and learn or achieve something along the way. It's pretty awesome!

Who are we?

Given that everything we do is about bringing people together, it's probably no surprise that at Goosechase we love to collaborate on creative challenges, brainstorm and test new ideas together, and have a really good time along the way. We may not all live in the same town, country or even on the same continent, but we've never let a little thing like geography get in the way of building lasting relationships. Even as an asynchronous, flexible and (dare we say) lively team, our sense of vision, purpose and values is what binds us together.

Requirements

So what exactly is this job?

Goosechase is carving out a new category and defining what an interactive experience platform is. Working closely with our Product team and our wider organisation, this role will be key to driving and fulfilling that purpose.

As our Customer Success Specialist, you will be responsible for providing a customer experience which delights our customers and their users, a critical piece of our long-term vision.

We're fortunate to have some of the most passionate people on the planet as our customers and colleagues. By using your front line customer facing experience and written communication skills to drive customer satisfaction you'll be making Goosechase not just an amazing product, but a launchpad for the interactive experiences movement.

Enough about us, over to you

We understand that relevant experience comes in all shapes and sizes and the ability to do the job is really what matters. With that in mind, we aren't going to put together a generic list of all the requirements that we're looking for with this job, but here are a few things that you might want to ask before deciding if we are right for you:

- You empathize with Customers in a way that delights and excites, ensuring high levels of customer satisfaction;
- You're confident about your ability to write engaging emails, messages and other forms of communication;
- You know what a great sales lead looks like and how best to handle it;
- You're a technical whizz and love learning about new technologies;
- You may have previous experience of using Intercom and Salesforce;
- You are located within the EST time-zone;
- You can get down with an uncomfortable amount of goose puns.

Ok the last one isn't super work related, but we honestly do have a lot of goose puns. It's one of our favourite parts of our culture.

Benefits

Why we think we're great

We care deeply about working with amazing people, and have set up our company culture specifically for that.

- We work remotely and flexibly because we wanted our people to have the flexibility to live wherever and however they wanted!
- The health & wellbeing of our flock is important to us: in 2021 we introduced Flock Friday's, our 4 day work week, and we love them. No goosing around here - four standard days, not four- stretched-so-that-you're-basically-still-working-five-full-days.
- We are bootstrapped and proud - our growth has been sustainable and focused on what is best for our flock, which is why everyone is eligible for our profit sharing scheme from day 1.
- You get to work in the way that is best for you and our customers, and we will help you with that by providing you with a fund to buy the equipment you need and giving you a monthly co-working office budget.
- Want to aim higher? Great, we'll give you a personal and professional development budget to keep you at the top of your game.

Interested?

Great, here's a little more about our hiring process. Once you've submitted your CV, suitable applicants will be contacted by a team member for a 30-45 minute call. For successful candidates, this is then followed up by a take-home task and an opportunity to meet with [Vasanth](#) and a few of your future colleagues to deep dive into the task and your experience. From there it's a simple meet and greet with wider team members to get to know us better.

And remember: if you require us to make reasonable adjustments to our application process, please reach out to us to help.

(Please note that we are not looking for agency assistance on this role and introductions will be considered a gift)

[Apply for this job](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
