

Customer Support Analyst



Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 04, 2024
Published : Jul 04, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

FloSports is a world-class sports media company strategically positioned to be the essential destination for passionate sports fans, delighting them with live event coverage, breaking news, highlights, stats, rankings, and team and player profiles. We are growing Our Sports every day by continuing to invest in our ever-expanding ecosystem, which consists of over a dozen sport verticals and hundreds of streaming partners. FloSports is creating the home for sports like hockey, track & field, racing, grappling, wrestling, cheer and more, and we are looking for innovative and passionate people like you to help us!

THE ROLE:

The role of the Customer Support Analyst, Full Time is the front-line resource supporting customer success. A key part of the role is ensuring the effective triage of all inbound client issues across product lines, resolving in real time, and escalating larger issues within the Customer Support team.

RESPONSIBILITIES:

- ☒ Provide timely, friendly, and professional responses to customer inquiries, issues, and requests via phone and email
- ☒ Troubleshoot customer and partner issues and resolve in real time
- ☒ Provide timely, friendly and professional responses to customer inquiries
- ☒ Diagnose and escalate any bugs or technical issues related to our products to the CS leadership team on shift
- ☒ Collaborate with other departments to ensure accurate information is being delivered and expectations are being met for events, HockeyTV and AHLTV customers
- ☒ Provide guidance to partners on admin tools, FloHockey related software, and general platform usage
- ☒ Troubleshoot and test our various apps using an assortment of devices and OTT Apps to diagnose issues
- ☒ Maintain and update customer accounts, subscriptions, and billing information per department policies and guidelines
- ☒ Successfully meet all required agent and department metrics

PROCESSES:

When requested, work with the Team Lead and/or Manager, Customer Support to:

- ☒ Escalate processes that require modification
- ☒ Document process changes for future reference and review
- ☒ Recommend improvements to workflows to gain efficiencies
- ☒ Make recommendations to improve response time and customer experience

SHIFT EXPECTATIONS:

- ☒ Shifts will rotate and will include days, evenings, weekends and holidays. Shifts will vary based on requirements and streaming schedules
- ☒ Ability to multitask and work in a quick paced environment
- ☒ Attend weekly customer support meetings
- ☒ Other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES:

- ☒ Two years of previous Customer Service experience preferred
- ☒ Advanced problem-solving skills and willingness to take initiative
- ☒ Excellent communication and interpersonal skills
- ☒ Strong computer skills and technical knowledge
- ☒ Able to excel in a fast paced work environment
- ☒ Proficiency in verbal and written English language is essential
- ☒ Ability to work a variety of shifts; days, evenings and weekends

BONUS POINTS:

- ☒ Previous knowledge of WordPress or Leaguestat
- ☒ Previous experience using Salesforce
- ☒ Experience playing ice hockey or being familiar with the sport

OUR BENEFITS:

- ☒ Competitive employer paid benefits such as health, medical, vision, dental, LTD, AD&D, life insurance etc
- ☒ Free Employee Assistance Program
- ☒ RRSP, with the company matching 3%
- ☒ 15 Vacation days to begin
- ☒ 5 Personal Paid Emergency days, 5 Personal Unpaid Emergency days
- ☒ Birthday Paid Time Off
- ☒ FloFun social group creating a full calendar of team building and social events for all staff
- ☒ Stocked snack bar, fridge and catered lunches weekly

FLOSPORTS INC

HockeyTech is a wholly owned subsidiary of FloSports Inc. headquartered in Austin Texas. FloSports has led the way in establishing a world-class digital streaming experience for millions of fans, families and athletes of over 25 different underserved sports. Imagine creating a digital platform that unites the casual fan with the most dedicated spectator, both experiencing thrilling live events from around the world with interactive features, real time analytics, powerful broadcast technology and more. Combine that with our unique original sports content ranging from breaking news and expert commentary to feature films, documentaries and multi-episodic series. That's what FloSports is all about. We have successfully revolutionized the global sports media industry- the result of creating a diverse team of technologists and die-hard wrestlers, creators and devoted cheerleading experts, designers and hockey enthusiasts, communicators and motorsport fanatics, producers and casual sports fans... united by a shared passion to delight the underrepresented communities we serve. We are creating a home for underserved sports and we're looking for people like you to help us!

We're committed to an inclusive, accessible work environment, where all employees feel valued, respected and supported. We will happily provide accommodation for applicants with disabilities as part of our recruitment process. If you are contacted to arrange for an interview or testing, please advise us if you require additional accommodation.

Only applicants selected for an interview will be contacted.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
