

Customer Support Representative



guusto

Phone :
Web :

Job Summary

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

Job Description

Guusto is on a mission to create amazing workplace cultures, so people get to love where they work. We help HR leaders build employee recognition programs so their people feel appreciated, engaged, and inspired.

We are on an exciting trajectory, having seen over 400% growth since 2020 and are now the #1 highest rated recognition and rewards platform on G2 & Capterra with 3000+ 5 star reviews. We power recognition programs for thousands of clients like Canada Life, Levi's, Staples USA, Maple Leaf Sports & Entertainment, Fairmont Hotels, and more.

As a member of our Customer Support team, you'll provide world class technical support to our users. You'll be the frontline expert on all things Guusto, ensuring that any issues our customers face on the platform are resolved quickly, efficiently, and empathetically. You'll also be the voice of the customer, making sure they feel heard and understood by our internal product and engineering teams.

The Details:

- Job Type: Permanent, Full Time
- Location: Remote, Canada
- Salary: \$45,000 - \$58,000
- Hours and Availability: The hours of work for this role will be 9am-5pm Eastern Time until February 2025, after which the hours will switch to 9am-5pm Pacific Time. The person in this role will also need to be available to work occasional weekends and holidays.

What you'll do:

- Provide fast, effective, and empathetic real-time technical support to our customers
- Assist internal and external users with troubleshooting on the Guusto platform
- Partner with our Product and Engineering teams to resolve customer issues, and ensure that user feedback is heard and addressed
- Oversee a number of administrative tasks to ensure that our customers are set up for success

In your first 3 months, you will:

- Become an expert on the Guusto product as well as our customers
- Familiarize yourself with our technical support tools, like Intercom, Hubspot, and Jira
- Learn our process for triaging and resolving support tickets
- Work with our Product and QA teams to report bugs and catalog customer feedback
- Start owning tickets and providing troubleshooting support for our customers

In your first year, you will:

- Achieve an advanced level of expertise in multiple areas of our product
- Be a reliable frontline resource who our customers trust for support
- Maintain and update Guusto's customer support documentation with customer feedback, lessons learned, and best practices
- Act as the voice of the customer to our Product and Engineering teams, ensuring that user feedback is always acted upon
- Own Guusto's customer satisfaction KPIs, such as NPS scores, reviews, and more.
- Collaborate with our Product, Sales, and Marketing teams to develop or grow features that are important to our users

We'd love to hear from you if you have:

- A minimum of 2 years of demonstrated success in a technical support role, where you provided frontline troubleshooting for customers in a SaaS environment
- A strong sense of empathy, compassion, patience, and positivity; you have a genuine love and passion for helping others
- Bonus points if you're familiar with Jira, Zendesk, Hubspot, Intercom, Stripe, and/or Okta

What's in it for you:

- A Remote First Company
- Unlimited Vacation & Personal Leave (2 Weeks Minimum)
- Health and Mental Wellness Benefits
- Employee Health and Wellness Spending Account
- Home Office Budget & Monthly Internet Stipend
- Annual Learning & Development Budget
- Unlimited Book Budget
- Team Recognition Budget
- Company Laptop
- A Fun and Supportive Workplace Culture

\$45,000 - \$58,000 a year

We strive to be an inclusive workplace free of harassment and discrimination for folks of all backgrounds and identities. We are an organization committed to Diversity, Equity, Inclusion, and Belonging, and strive to incorporate DEIB at all stages of our candidate and employee experience. If there are any accommodations we can provide to make your experience interviewing with Guusto more accessible and inclusive, please let us know in your application or by email

people@guusto.com.

#LI-Remote

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
