

**Customer Support Representative
(PST)**



roserocket

Phone :
Web :

Job Summary

Vacancy :

Deadline : Sep 08, 2024

Published : Aug 08, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Rose Rocket is a market leader in Transportation Management Software. We're a startup going after the \$700+ billion dollar trucking industry, leading the shift to SaaS while revolutionizing the way trucking companies sell, service, and innovate. We are a "more human, less corporate" culture that is built around doing work that matters, winning as a team, and celebrating success. We'd love to hear from you if you want to build this with us.

We understand that joining a team is one of the most important decisions you make, and adding a team member is one of the most important decisions we'll make. Through our process, we want you to get to know us and understand how you approach problems, learn, and what motivates you.

Overview

We are looking for an experienced support and services professional to join our Customer Experience team as a Customer Support Representative! In this role, you will be representing the voice of the customer throughout Rose Rocket, while helping our customers throughout their day-to-day operations with agility and care. You will be providing high quality service to our customers and helping our team achieve business goals, while contributing to various projects to level up our customer experience.

This is an incredibly exciting time at Rose Rocket and this role will give you the opportunity to make a direct impact on our users' experience every day.

Responsibilities

- Responding to inbound inquiries from Rose Rocket customers via email, live chat and phone.
- Consistently meeting or exceeding service KPIs such as Time to First Response, Time to Resolution and CSAT.
- Deliver a skilled level of customer service, problem solving & decision making, and knowledge transfer, to assist customers in resolving issues and answering questions
- Collaborate with team members on projects, programs & deliverables
- Work closely with the team to maintain our help center, product releases, address critical issues, case escalations, incident/crisis management, or other work that impacts our customers and our business.
- Have a continuous improvement mindset and an abundance of ideas.

Requirements

- 1-3 years of experience in customer support preferably with SaaS technologies and bonus points for experience in the trucking industry
- Have proven success in achieving or exceeding performance goals.
- Have a passion for incredible customer service, exceptional communication (verbal, written, and listening) and excellent people skills.
- Demonstrate incredible attention to detail and have an analytical and technical mindset that helps you meticulously understand, evaluate, and solve issues quickly, efficiently and accurately.
- You are a proven reliable resource to your team members, fellow employees, and your peers. You are approachable, professional, and thorough in all that you do.

Extra Credit

Here are a few points that while not required will help you stand out!

- Customer training/onboarding experience
- Project management experience - have you ever helped manage a work-related project? (big or small!)
- Experience working with CRM Tickets (Hubspot or Salesforce)

Don't sweat it if you don't have everything listed above. We believe in growth and curiosity. If you have some of these qualities and are excited about this opportunity, then we want to hear from you!

Perks & Benefits at Rose Rocket

- ☑ A comprehensive benefits program + health care spending account
- ☑ Parental leave top-up
- ☑ Stock option plan
- ☑ A Macbook and a sweet tech equipment combo to get you started
- ☑ Start with three weeks of vacation (with an option to purchase an additional week every year) + winter holidays office closure and 3 personal days!
- ☑ Downtown Toronto office complete with an in-house coffee shop, music room, library and a few other lifestyle perks that keep our days fun

Equal Employment Opportunity

Rose Rocket does not discriminate in hiring or terms and conditions of employment because of an individual's race, ancestry, colour, place of origin, religion, gender, gender identity, national origin, citizenship, age, disability, sexual orientation, family status or marital status, or any other protected category recognized by provincial or federal laws. Should you require any accommodation, please inform us and we will work with you to meet your accessibility needs. For any accessibility-related assistance, requests for information in accessible alternative formats or to report any accessibility problems, please share in your application or email careers@rosrocket.com.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
