

# Customer Support Specialist



Phone :

Web :

## Job Summary

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Vacancy :

Deadline : Sep 30, 2024

Published : Aug 30, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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Loopio is a workplace that unleashes learning & growth opportunities for our Loopers. We provide autonomous, challenging work that allows each employee to master their craft. We attract and retain people who are naturally curious, have grit and are eager to grow and build their careers. At Loopio, we genuinely support each other, because true success comes from working as #oneteam. Are you passionate about solving problems, learning something new every day, connecting with and helping customers? If so, we'd love to hear from you! We're looking for a curious, solution-oriented, empathetic individual to join our Support Team. Reporting to the Manager of Support, our Support Specialists take ownership of troubleshooting and resolving reported issues in a timely fashion, providing best-in-class customer service and creating a customer for life. Our customers always know we have their back!

**This support role will cover core working hours of 9 am - 5 PM EST.**

### What You'll Be Doing

- ☒ Reproduce issues, review logs and internal resources as needed to debug issues
- ☒ Deliver viable workarounds and solutions to help customers meet deadlines
- ☒ Provide both quick and high-quality support to our customers, via email and phone
- ☒ Communicate complex information to customers in a simple and easy to understand format
- ☒ Document internal learnings assisting other support team members in solving tickets
- ☒ Participate in internal training sessions to teach your teammates new skills
- ☒ With Engineering as the main support escalation point, bringing the voice of the user to prioritize software defects
- ☒ With Product and Design by sharing customer product feedback and discussing feature requests
- ☒ Participate in team huddles to share new product learnings
- ☒ Spot trends and proactively identify areas for team/process/product improvements

### What You'll Bring to the Team

- Strong desire and passion for helping and supporting others, "Got Your Back" is our team mantra
- Curious with great detective skills - problem solving really gets you excited!
- Tech savvy, a strong understanding and a thirst to learn new technologies and tools
- 1 year experience in a customer facing role at a SaaS software company (nice to have)
- Previous exposure with support tools (ex. Zendesk, Jira) are nice to have in this role
- Willingness and ability to adapt shift times occasionally if needed to ensure continuous support coverage.
- Excellent written and verbal communication skills with attention to detail
- Strong organizational skills, calendar management and prioritization are areas you're comfortable in!
- Ability to multitask and context switch with ease

### Where You'll Work

- Loopio is a remote-first workplace because we recognize the advantages of working flexibly. We have Hub Regions spanning across Canada, UK, and India, which means that employees live and work remotely within a 300 KM radius of Toronto (within Ontario), Vancouver (within British Columbia), Ahmedabad (within Gujarat), Pune (within Maharashtra), and London (UK) and work within regular business hours in their timezone.
- You'll collaborate with your teams virtually (we're just a Zoom call away!) and have established core sync hours and focus time during the workday to enable us to work smarter together

### Why You'll Love Working at Loopio

- Your manager supports your development by providing ongoing feedback and regular 1-on-1s
- You have tons of autonomy and responsibility: this role provides an opportunity to try new things and push creative boundaries
- You'll learn more than you thought was possible; our team is obsessed with personal and professional growth (every Looper receives a professional mastery allowance each year)
- You'll be set up to work remotely with a MacBook laptop, a monthly phone and internet allowance, and a work-from-home budget to help get your home office all set up!
- Join us in regular company socials, AMA (Ask-Me-Anything), and quarterly kick-off to celebrate the big wins and milestones as #oneteam!
- You'll be joining a culture that has thoughtfully built out opportunities for connections in a remote first environment.
- We have Employee Resource Groups, various fun virtual activities, and many more moments for us to have fun and learn together!
- You'll be a part of an award-winning workplace and one of Canada's fastest growing companies with ample opportunity to make a big impact here!

We recognize that all too often, potential candidates don't apply for a position simply because they don't hit every single criteria included in the [job description](#)—particularly members of [underrepresented groups](#).

Whether or not your experience checks off all the boxes on a job posting, we still encourage you to apply to ensure that your application receives a review from our team. We understand that a resume can only showcase so much during the applicant stage, so we've created prompts in the application for you to share more about yourself. If you've made a career transition (or a few!), you're self taught in a new role, or you have skills/experience you'd like to highlight, we want to hear more about what you could bring to the table.

Loopio is an equal opportunity employer that is deeply committed to building equitable workplaces that are diverse and inclusive. We actively encourage candidates from **all** backgrounds and lifestyles to consider us as a future employer. Please contact a member of our Talent Experience team ([work@loopio.com](mailto:work@loopio.com)) should you require accommodations at any point during our virtual interview processes.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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