Customer Support

Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 03, 2024
Published : Jun 03, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Jane is currently hiring candidates who are available to work Tuesday To Saturday

Customer Support at Jane isn't just a regular ol' support job. Our Support team is at the heart of Jane and we have multiple avenues for people to take their careers. Whether you want to grow as an Individual Contributor that's consistently delighting our customers and learning the depths of Jane as we scale, specializing in a complex area such as Payments and Imports, or growing into a Team Captain. Don't be surprised then that we expect a lot from our Support team. We're always ready to adapt to different support channels (i.e. livechat, phones, emails) and collaborate across the teams *(product, marketing, content, etc)* in order to build an awesome product. For example, our Support team also functions as our Sales team taking part in our demos and onboarding experience of our customers.

Jane has been built by building trusted relationships with our customers. We're proud to share that 85% of our customers come from word of mouth from the Support and community that we have built. This is why empathy and relationship-building skills are pinnacles within our support team. If you love speaking with customers, understanding their challenges, and making their lives easier, this opportunity may be for you.

At Jane, we want our Support team to build strong relationships with our customers, help improve our product and answer any questions that come up from our customers *(the sky is the limit here)* as Support is dependent on accurate and timely responses. Jane is on a mission to enhance and automate our workflows and use data to make informed decisions. That being said, we value quality and genuine connection over purely hitting targets. We have extremely lovely and happy users, and this consistent message from their time before joining Jane and then after signing up is one of the reasons why.

As a Support team member, your day-to-day will be fast-paced switching context from our three different channels *(phones, live chat, and email)* to match where our customers want to communicate with us. You'll also get to use your Sales gene to speak to those interested in Jane, but not yet customers through the live channels above or running online demonstrations.

Like with all positions at Jane, this position is a remote position, allowing you to work anywhere you want across Canada. Building a delighted team who can delight our customers is part of Jane's DNA. In our most recent company-wide health check, 99% of our team agreed that our founders demonstrate people are important to Jane's success. On top of that, 98% of our team felt the Manager cares about them as human beings and that they are supported when needing to arrange time off from work. We'd never claim to be perfect, but we're working hard to listen to our people and improve each day.

We really want the people who work at Jane to love being here, so it's important that we start with a bit about what makes our company unique and try to be as transparent as possible. Our values also provide some insights into Jane and hopefully, you'll have a better idea if this might be the kind of company you want to be part of.

Before we were Jane, our Co-Founders were solving problems for their own clinics not realizing that a few years later, this team would grow to support tens of thousands of healthcare practices in more than 60 countries. Our platform is now helping to modernize the world of practice management software. We enable the likes of physiotherapists, mental health counsellors, chiropractors, and other allied health practitioners to run their practices in a digital-first way through features such as online booking, charting, scheduling, telehealth, and billing along with an evolving library of features. You can see more of them here. Although we've grown, still to this day, we're rooted in solving clinics' problems and making sure we don't lose sight of Jane's vision.

Growth like this is unique, especially in the world of SaaS, and it doesn't happen by chance. We have a brilliant team of over 400 Janers who are doing an amazing job of listening to our customers, building what they need, and providing industry-leading support. We pride ourselves on flexibility & autonomy, some of our team block out their calendars to pick up their children from school (and this is normal at Jane), and we even have a #kids channel in Slack.

We're not a clock-in clock-out system-type environment. With that being said, we're not going to paint the picture of a perfect environment either. We're a company that's scaling quickly, we have many moving parts, many of us are doing this for the first time and sometimes, we don't have processes in place or clear views which can require a lot of resourcefulness and a passion for problem-solving.

With all that to say, if you're looking for an environment where you can grow, stretch yourself, and work with some incredibly talented people on problems that are positively impacting people's lives, Jane could be the place for you.

Compensation Expectations for the Role

Jane's committed to paying our team members **fairly**, **clearly**, and above all, paying for **growth**. This is reflected by a strong starting annual salary of $60,000 CAD for all Customer Support Representatives at Jane. You'll be eligible for a salary increase each year on your work anniversary that will reflect the hard work you'll be doing to meet our customers' high bar and the growth you'll be experiencing in a fast-paced, high growth environment. Joining Jane's Support team will allow you to build a career with a variety of paths. Some folks will build deep knowledge and expertise in their roles to become Senior Product Specialists. Others may shift gears into "Expert" roles in areas such as Jane Payments, Technical Escalations, and Demos. Some may want to broaden their scope to step into people leadership roles like Team Captains and one day, Country Leads. Each of these career paths come with clear compensation expectations of what you can expect on your work anniversary based on the hard work you'll put in and growth you'll experience.

Learn more about Jane's approach to compensation here

The impact you'll have:

• You'll be supporting customers through various channels including phone, live chat, and email support. Jane's product has a lot to offer including Scheduling, Payments, Insurance, and Telehealth so context-switching is key!

• **Demos:** This is your chance to get curious and understand what our potential customers are looking for from Jane and whether we can offer that to them. This isn't a sales pitch per se but an opportunity for you to ensure Jane is continuing to create a true product market fit.

• **Onboarding Calls:** This is one of the most important times in a clinic's journey with Jane, and everyone uses Jane a little bit differently. Understanding your customer is crucial and this is where we help clinics get comfortable with using Jane by bringing their vision of how they'd like to use it to life.

• Troubleshooting and investigating a variety of customer questions related to day-to-day clinic operations.

• Ensure customer retention and satisfaction - contribute to Jane's reputation and effectively build strong relationships across the Jane community.

• Lead your interactions with empathy and curiosity. Guide our customers in achieving their goals - make Jane valuable.

The experience we feel we need:

• You bring experience in a high-growth SaaS/Product Support environment and have demonstrated an improver mindset by cross-functioning with other teams and delivering customer feedback to help our product grow.

• Prior experience with communication and CRM toolings such as HelpScout, TalkDesk, and Slack.

• You love to learn and read between the lines. You're tech-savvy and always eager to find efficient workflows.

• **Agility**: You're an individual who can adapt to various situations, people, and groups. You're quick to switch context and geared up for the next task.

• **Intention:** You have the ambition to always understand the why behind things. You stay curious and deeply connect with our customers and you're able to confidently explain Janes *why*.

• **Resilience:** The capacity to learn from opportunities and be receptive to feedback. You're able to adjust to new workflows and ride the wave of an evolving product.

• **Self-starter:** The ability to be curious, resourceful, and driven to find a solution. You're excited by fast-paced work and want to improve and achieve Janes goals as a **team**. You come ready to act on opportunities with optimism and resilience.

• **Passion:** You're committed to growing and thriving in the support role. Delighting customers and providing a lasting impression excites you. Those AHA moments motivate you.

Bonus points:

• Experience with the Allied Health Industry

• Experience with customer onboarding

• Experience if you've ever done demos for a software product

A final note: Jane is a growth company, which means that the role is always evolving as the company grows and expands. To be happy at Jane requires a level of comfort with ambiguity and grit.

Next Steps:

If you want to get started, prepare the following application:

1. Cover letter explaining why you'd be a good fit at Jane - tell us why we'd be making a huge mistake if we don't hire you :)
2. Resume

At Jane, we're committed to fostering an environment that allows you to come to work as your truest self. We believe it's important to actively recognize, embrace, and celebrate our differences in order to make Jane an inclusive, equitable, and diverse workplace.

We want to build a team of people who make conversations rich with perspective and experience. We are committed to listening to every voice in order to learn and grow because doing this will allow us to meet the needs of the diverse community of helpers that Jane serves.

We do not tolerate discrimination, prejudice, or oppressive isms of any kind. Employment is decided on the basis of qualifications, merit, experience, and the needs of the Jane community. We encourage anyone who requires accommodation or adjustments throughout the interview process to let us know, and we will do our best to support you.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits