

Data Migration Specialist (6-month contract)



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 05, 2024

Published : Jun 05, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Clio is more than just a tech company—we are a global leader that is transforming the legal experience for all by [bettering the lives of legal professionals](#) while [increasing access to justice](#).

Summary:

We are looking for a high output, analytical, and skilled Data Migrations Specialist to add value, energy, and technical expertise to our team on a contract basis.

You not only have the technical chops but also have mastered the art of customer experience to deliver on data migration sessions as part of a customer's full life cycle. This includes setting them up for success long-term, and delivering value in every interaction. You are a troubleshooting expert, and a consummate people person with deep empathy for ensuring that our employees and customers' needs are understood and expectations are not only met, but exceeded.

This role is available to candidates in Burnaby, Calgary or Toronto.

What your team does:

The Data Migrations team at Clio, as part of our Customer Success Department, specialize in migrating customer data from legacy products into Clio. This can range from exporting data, importing data, processing data and the cleansing of data. Extract, transform, and load are terms often used by the team. This team is a key part of our customer onboarding function at Clio which strives to offer the most effortless experience possible to our customers.

This is a team assembled to specifically tackle the need to enhance the customer experience, and there are still a lot of opportunities for both process and tooling improvements. We assist customers directly, and indirectly by supporting our Customer Enablement team and working with our Product team to automate the right parts of this process for our customers. Our current team members are smart, engaged and fun.

What you'll work on:

- Work closely with Sales and Customer Onboarding Specialists to ensure a smooth and enjoyable transition into adopting our product as quickly and effectively as possible;
- Perform data transformations and imports from various sources (often CSV and SQL) into the Clio products and handle escalated data processing cases;
- Provide superb customer service throughout the data migration process;
- Manage multiple client cases at a time with strict observance of associated tasks and deadlines (as defined by the department);
- Be confident, articulate, and sensitive to the needs of customers and internal partners;
- Contribute regularly to our customer-facing knowledge articles;
- Partner with other members of the Customer Enablement and Tech Esc teams to develop processes around the design, development, and testing of data transformation, extraction and training activities;
- Gain a deep understanding of and staying up to date with the Clio product and common workflows;
- Always looking for and being curious about process and technology improvements to enhance the customer's journey and automate the function of the role;
- And other duties as required.

What you bring:

- Healthy customer obsession and focus on delivering exceptional client experience;
- Expert in Microsoft Excel (ex. you can comfortably perform different Lookups, Left/Right/Trim, IfError, and other formulas and be able to recognize and interpret patterns);
- Proactive mindset, constantly thinking outside the box to employ creative solutions where appropriate;
- Effortless communication skills, confident and sensitive to the needs of customers (internal and external) of all abilities.

Serious bonus points if you have:

- Experience with coding;
- Experience with Salesforce or other SaaS tools;
- Experience working with API-driven applications;
- Proven track record in a dynamic startup environment;
- Bachelor's degree or equivalent experience.

What you will find here:

Compensation is one of the main components of Clio's Total Rewards Program. We have developed a series of programs and processes to ensure we are creating fair and competitive pay practices that form the foundation of our human and high-performing culture.

Some highlights of our Total Rewards program include:

- Competitive, equitable salary with top-tier health benefits, dental, and vision insurance
- Hybrid work environment, with expectation for local Clions (Vancouver, Calgary, Toronto, and Dublin) to be in office min. once per week on our Anchor Day.
- Flexible time off policy, with an encouraged 20 days off per year.
- \$2000 annual counseling benefit
- RRSP matching and RESP contribution
- Clioersary recognition program with special acknowledgement at 3, 5, 7, and 10 years

The expected salary range* for this role is \$59,500 to \$80,500 CAD. Please note there are a separate set of salary bands for other regions based on local currency.

*Our salary bands are designed to reflect the range of skills and experience needed for the position and to allow room for growth at Clio. For experienced individuals, we typically hire at or around the midpoint of the band. The top portion of the salary band is reserved for employees who demonstrate sustained high performance and impact at Clio. Those who are new to the role may join below the midpoint and develop their skills over time. The final offer amount for this role will be dependent on geographical region, applicable experience, and skillset of the candidate.

Diversity, Inclusion, Belonging and Equity (DIBE) & Accessibility

Our team shows up as their authentic selves, and are united by our mission. We are dedicated to [diversity, equity and inclusion](#). We pride ourselves in building and fostering an environment where our teams feel included, valued, and enabled to do the best work of their careers, wherever they choose to log in from. We believe that different perspectives, skills, backgrounds, and experiences result in higher-performing teams and better innovation.

We are committed to equal employment and we encourage candidates from all backgrounds to apply.

Clio provides accessibility accommodations during the recruitment process. Should you require any accommodation, please let us know and we will work with you to meet your needs.

Learn more about our culture at clio.com/careers

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
