

Merchant Support Specialist



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 22, 2024

Published : Aug 22, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Are you passionate about providing customer support? Do you find satisfaction in solving problems and building relationships? Are you well-versed in the intricacies of the software and technology? If so, we have an exciting opportunity for you to become a valued member of our brilliant Merchant Experience team as Merchant Support Specialist.

As part of our team, you will be responsible for handling incoming support calls and online inquiries, utilizing your critical thinking skills to analyze merchant issues and offer effective solutions. Your success in this role will depend on your ability to take ownership of customer issues and prioritize the customer experience at every step.

We value individuals who embody our company's culture and uphold our core values, as outlined in [The Way of the Helcim](#) (click the link below to access our culture book).

Typical Duties

- Offer technical assistance and support to customers via various channels.
- Diagnose and resolve technical issues reported by customers, utilizing problem-solving skills and technical knowledge.
- Work closely with customers to identify the root cause of problems and provide effective solutions, ensuring customer satisfaction.
- Maintain accurate and detailed records of customer interactions, technical issues, and solutions in the support ticketing system or knowledge base.
- Escalate complex or unresolved issues to appropriate teams or higher-level support for further investigation and resolution.
- Contribute to the improvement of support processes, documentation, and knowledge base articles to enhance overall customer experience.

Qualifications

- Post-secondary education in business, office admin or related field is considered an asset
- Must have excellent written and verbal communication skills
- Strong time-management skills and organizational skills
- Proficient with G Suite (Gmail, GDocs, GSheets, etc)
- Intuitive, self-motivated and positive
- Excellent communication skills, both written and oral, combined with strong interpersonal skills
- Past experience in a technical customer service position and sales is an asset
- Firm grasp of internet basics is ideal – preference will be given to candidates who demonstrate knowledge of networks, routers/modems, XML, web development and eCommerce

What it's like working at Helcim

At Helcim we build teams of engaged, caring and intelligent people. In return we provide an environment where you'll be excited to come to work each day and tackle challenges with your colleagues. Learn more about working at Helcim in our culture book [The Way of the Helcim](#).

Our approach to total rewards

As part of our team you'll receive amazing benefits including salary, paid health benefits, stock options and generous vacation time. You'll also enjoy the opportunity to recharge and connect with your team members at company social events.

Hybrid work and flexibility

Being together helps everyone learn and grow really fast while keeping us all focused on our mission. This is why we've embraced hybrid work, it allows for the best of remote and in-person interactions while giving us time for heads down focused work and opportunities for collaboration. We know hybrid work is not for everyone, and that's ok. But if you want to combine flexibility and being surrounded by amazing people, this is the place for you.

Helcim uses a hybrid work structure where team members can work 3 days in the Calgary office (Monday/Wednesday/Friday) and 2 days (Tuesday/Thursday) at home.

Join our team

We invest a lot of time and energy imagining and creating a company and culture that encourages discussion, the trade of ideas, and the execution of amazing products and services. We're friendly and collaborative, working together to achieve big goals. If you want to join our team and feel you can contribute to the growth and success of our company - we want to hear from you!

Candidates must be eligible to work in Canada and be located in Calgary for this position.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
