

On-boarding & Support Specialist



Ackroo

Phone :
Web :

Job Summary

Vacancy :

Deadline : Aug 04, 2024

Published : Jul 04, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

We are seeking a highly motivated **Onboarding & Support Specialist** for a permanent full-time position at our Hamilton office. Reporting to the Director of Operations, the technically skilled Support Specialist will be working in a multifaceted role, which requires abilities in *customer service* and *support, product documentation, onboarding and training*, and *sales*.

Who is Ackroo?

Ackroo is an innovative SaaS-based technology Company that is consolidating, simplifying and improving the loyalty marketing, payments and point of sale industry. Problem solvers, strategic out-of-the-box thinkers, and individuals who are eager to make a difference will thrive in our entrepreneurial environment.

Why join the "Kroo"?

- *Innovation*: We foster a culture of innovation and out-of-the-box creativity.
- *Transparency*: Building trust as a team through transparent, open feedback and communication
- *Collaboration + Teamwork*: Collaborating with a group of passionate, driven people makes our gears run smoothly.
- *Ownership*: Not only does our team get to own their projects, through our stock options program, they get to be an owner.
- *Work-life Balance*: Thriving both personally and professionally is key to success at Ackroo. Hybrid work, paid time off, and comprehensive benefits are offered to support your health and wellness.

What you'll do

- Carry out 1st-line technical support by phone and email, based on product knowledge and provide refresher training on software utilization as needed
- Onboard, train, and install Ackroo Online, Point-of-Sale, and Payment products for new and existing merchants
- Answer in-bound calls while providing a premium customer experience
- Process customer collateral orders
- Take ownership of customer issues, troubleshoot, and see problems through to resolution
- Work with internal teams to obtain an in-depth understanding of our products and provide them with pre-sales support
- Identify and document product defects and feature requests
- Upsell and cross sell other product offerings to merchants including AckrooPAY offerings.

What we are looking for:

- Minimum 3 years of experience in a technical support role
- A natural problem solver
- Excellent communication skills, both written and verbal
- Strong problem-solving skills and attention to detail
- Strong customer support skills
- Experience in sales and building customer relations
- Ability to work in a cross-functional team and multi-task across multiple projects and support inquiries
- Intermediate experience with Microsoft Office tools (Word, Excel, Powerpoint)
- Bilingual English/French, an asset, but not required

What we offer

- Salary: \$55,000-70,000 (pending on experience)
- Quarterly company bonus' (up to \$5k per annum)
- 3 week's vacation + 3 sick days + select company days off
- Employer-paid health and dental benefits
- Stock options
- A fun work environment with a great team and lots of snacks

Ackroo is an equal opportunity employer and encourages persons of any race, religion, ethnicity, gender, identity, sexual orientation, age, immigration status, disability, or other applicable legally protected characteristics to apply. If you need accommodations during the recruitment process, please advise our Talent Acquisition team.

We thank all candidates for submitting their applications, but due to the high volume of applicants, we will only be contacting candidates who are selected to move forward in the next step of the recruitment process. Please visit our [careers](#) page to see more job opportunities.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
