

Product Support Specialist

Phone :
Web :



Job Summary

Vacancy :

Deadline : Sep 13, 2024

Published : Aug 13, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Who is Bold Commerce?

[Bold Commerce](#) powers personalized checkout experiences for leading omnichannel retailers and direct-to-consumer brands.

As a leader in the composable commerce space, Bold makes checkout better, boosting profitability by enabling personalized, customer-specific checkout flows designed to increase the Checkout Power Trio of conversion, AOV, and LTV - not just conversion. Built with a composable & headless architecture, Bold Checkout fits with any commerce stack, making it easy to overcome platform limitations. Leading omnichannel retailers like Harry Rosen and Staples Canada trust their business with Bold Checkout. Named one of Built In Austin's Best Places to Work, Canada's Top Employers for Young People, and Manitoba's Top Employers, we're a dynamic team that truly cares about building the future of ecommerce. We live by the [BUILDERS Code](#), a shared set of practices, beliefs, and values that help shape this remote-first company.

Founded in 2012, with team members (Builders) located throughout Canada and the U.S., and backed by investors like OMERS Ventures, WhiteCap Venture Partners, and Round13 Capital, Bold is leading the way to a better, composable ecommerce future.

About the role

Bold Commerce is looking for a Product Support Specialist to deliver exceptional service and help customers fully optimize their e-commerce experience. This role involves empowering merchants to become self-sufficient, providing timely and effective solutions, and serving as a valuable resource to drive revenue growth while saving them time and money.

What you'll do

- Provide top-tier technical and customer support via chat, phone, and email.
- Prioritize and resolve tickets swiftly, focusing on first-contact resolution.
- Serve as a Bold ambassador, enhancing customer satisfaction and fostering brand loyalty.
- Address and resolve technical, billing, and account issues through direct interaction.
- Tailor solutions based on a thorough understanding of customer businesses and offer e-commerce best practices.
- Stay updated on product advancements and e-commerce trends.
- Support pre-migration, pre-sales, and customer onboarding processes.
- Triage and manage urgent support issues, escalating or de-escalating as necessary.
- Collaborate with internal teams to ensure a seamless customer experience.
- Maintain professionalism in all interactions with customers and departments.

What we're looking for

- Minimum 3 years of experience in technical support or a similar role.
- Proficient in phone, email, and chat-based support.
- Skilled in managing multiple live chats simultaneously.
- Experience with web technologies such as HTML, CSS, and JavaScript.
- Knowledge of Liquid code (Shopify) and ideally Magento is a plus.
- Excellent written and verbal communication skills.
- Strong technical aptitude with the ability to utilize self-service resources effectively.
- Capable of thriving in a fast-paced environment while maintaining patience and empathy.
- Experienced in de-escalating complex situations and handling difficult conversations with professionalism.
- Strong customer relationship skills and critical thinking abilities.
- Passionate about e-commerce and providing tailored solutions to meet merchant needs.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
