

Product Support Specialist



Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 07, 2024
Published : Sep 07, 2024
Employment Status : Hybrid
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Does your definition of success mean empowering others?

Then you should consider joining Jobber! We're looking for a **Product Support Specialist** to be part of our Customer Success department.

Jobber exists to help people in small businesses be successful. We work with small home service businesses, like your local plumbers, painters, and landscapers, to transform the way service is delivered through technology. With Jobber they can quote, schedule, invoice, and collect payments from their customers while providing an easy and professional customer experience. Running a small business today isn't like it used to be—the way we consume and deliver service is changing rapidly, technology is evolving, and customers expect more. That's why we put the power and flexibility in their hands to run their businesses how, where, and when they want!

Our culture of transparency, inclusivity, collaboration, and innovation has been recognized by Great Place to Work, Canada's Most Admired Corporate Cultures, and more. Jobber has also been named on the Globe and Mail's Canada's Top Growing Companies list, and Deloitte Canada's Technology Fast 50™, Enterprise Fast 15, and Technology Fast 500™ lists. With an Executive team that has over thirty years of industry experience of leading the way, we've come a long way from our first customer in 2011—but we've just scratched the surface of what we want to accomplish [for our customers](#).

The team:

If our company values were a department, they would be the Customer Success department; they are humble, supportive, and truly give a sh*t about making sure our customers are successful in Jobber. This group is one that cares about authentic interactions, empowering our customers, and providing top tier customer service.

The role:

Our **Product Support Specialists** are the foundation to Jobber's success. We have a strong focus on our customer, and this role will work with our hundreds of thousands of users to provide an award winning level of customer service. Using live chat, phone or email, you will assist users in understanding the newest features, help with functionality and custom workflows, problem solve issues, or accept feedback. This role directly impacts the lives of our entrepreneurs who rely on Jobber to run their businesses, which is a responsibility we don't take lightly.

The **Product Support Specialist** will:

- Respond to inquiries that encompass the entire Jobber ecosystem from new and existing customers through live chat, phone, or email.
- Troubleshoot issues or problem solve questions that customers may have about a feature, bug, or work flow.
- Maintain high channel productivity across our different mediums.
- Be a liaison for customer feedback to product and technical teams.
- Participate in on-boarding new users and companies, support current customers, host webinars, reach out for feedback, and maintain our great documentation.
- Build a knowledge base of FAQ's and document all feedback and recommendations from our customers, ensuring the integrity of that data to help shape future decisions.

To be successful, you should:

- Be the ultimate people person! Whether you're a barista at a coffee shop, a server in a popular restaurant, or a retail star - if you **love** working with people, you'll be great in this position.
- Be agile and adaptable to solve problems quickly. We're growing fast and things are changing every day - both in our product and in our process. You need to be invigorated by this type of environment and be excited by a new challenge.
- Be empathetic to our customers' journeys. Our biggest priority is to support our customers, so you need to be comfortable and confident diving into their issues and fill in your own knowledge gaps to better support them.
- Be clear and effective in interactions with our customers over the phone. You should be confident in your verbal communication skills, being able to articulate information concisely and with a friendly demeanor will be crucial in addressing customer needs and resolving issues promptly.
- Be able to craft professional and empathetic responses to customer inquiries via email and chat. Attention to detail and clarity in your writing will ensure our customers receive accurate and helpful information in every interaction.
- Be curious. Asking questions and probing is essential in this role, and the key to being able to provide great customer service.
- Be incredibly reliable for our customers and the rest of the success team. Being supportive is one of our company values, so showing up for your team and customers is number one.
- Be resilient in the face of adversity. Not every problem will be simple to solve and not every customer interaction will be a positive one. Being able to overcome those moments and learn from them for next time is key.
- Be confident with technology. You should be able to touch type to help you get through high-volume chats and be very comfortable navigating cloud-based software.

Please note: To best help our customers, we're looking to make sure we have coverage across all our hours and days we're open, which is Monday to Thursday from 6 am MT to 8 pm MT, then Fridays to Sunday from 6 am MT to 6 pm MT. This role may require a non-standard shift of either Sunday to Thursday (day shifts) or Tuesday to Saturday (day shifts).

The Interview Process:

Step 1: We'll review your application! The candidates whose customer service experience aligns with the role will be moved forward in the process. We're looking for problem solvers, and people used to working in a fast-paced and multi-tasking environment. Make sure to highlight this one your application!

Step 2: Initial convo with TA! A member of Talent Attraction will reach out to you for a first conversation. We want you to share your unique story and experience, and see how you'll help drive us forward. This is also a great opportunity to ask questions about Jobber and the role!

Step 3: Team Interviews! You'll have two interviews with your potential team leader and peers to dig into your previous experience and performance, as well as to see your skill set in action in a Customer Support role play. We're constantly raising our bar and excited to see what you can bring to Jobber.

Step 4: Senior leadership interview! A member of our Leadership Team will finish off the conversations – ensuring we're building a team centered around our values, goals, and mission.

Step 5: Offer!

What you can expect from Jobber:

Having been named as a [Top 10 Great Place to Work in Canada](#), we walk the talk. Here are just some of the great things you can expect from us:

- A total compensation package that includes an extended health benefits package with fully paid premiums for both body and mind, retirement savings plan matching, and stock options.
- A dedicated Talent Development function, including Development Coaches, to help build the career you want and hit the goals you set, while ensuring you're reaching your fullest potential.
- Support for **all** your breaks: from vacation to rest and recharge, your birthday off to celebrate, health days to support your physical and mental health, and parental leave top-ups to support your growing family.
- A unique opportunity to build, grow, and leave your impact on a \$400-billion industry that has no dominant player...yet.
- To work with a group of people who are humble, supportive, and give a sh*t about our customers.

We believe that diverse teams perform better and that fostering an inclusive work environment is a key part of growing a successful team. We welcome people of diverse backgrounds, experiences, and perspectives. We are an equal opportunity employer, and we are committed to working with applicants requesting accommodation at any stage of the hiring process.

A bit more about us:

Job by job, we're transforming the way service is delivered. Your lawn care provider, home cleaning service, plumber or painter could use Jobber to better connect with their customers, save time in the office, invoice faster, and get paid! We're bringing tens of thousands of people together with technology to deliver billions of dollars a year in services to happy customers. Jobber exists to help make these small businesses successful, and when they're successful we all win!

[APPLY](#)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
