Product Support Specialist – The Leap

THINKIFIC

Phone :
Web :

Job Summary

Vacancy :
Deadline : Nov 30, 2024
Published : Oct 30, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Thinkific is a software platform that gives anyone the ability to easily create and sell online courses, build vibrant communities, and monetize memberships. We believe in impactful and innovative work: our team of 260+ Thinkers is building and expanding an incredible product that empowers Creator Educators and businesses around the globe while working collaboratively to learn, grow, and succeed together. Join us to see how we're building one of the best workplaces in Canadian tech!

We believe every candidate should have a fair, inclusive, and overall great experience when exploring a new role with Thinkific. That starts with outlining our hiring process so you know what to expect every step of the way—click here to learn more: https://thnk.cc/whattoexpect

Are you interested in growing your skills and responsibilities at Thinkific? Are you excited by the opportunity to support customers of The Leap? We're looking for a Product Support Specialist for The Leap.

Background and Content:

The Leap is a start-up organization representing a bet by Thinkifc to capture the creator-entrepreneur market, and almost any market you enter in today's software space is competitive. Customer service is an area that still routinely separates successful startups from failing ones.

Great customer experiences set a company apart in a crowded marketplace because they create passionate and vocal customers. This competitive advantage is hard for competing organizations to break down because they have to battle that existing business-to-customer relationship first. What's more, The Leap has a head start here because we created an engaged community *first*, before we decided to build a product. Following our first public launch back in October 2023 our user-growth has meant we need to supplement our squad with a superstar Product Support Specialist that can act as the vital conduit between our product team and our growing base of users.

As a Product Support Specialist, you'll be helping content creators take their first few steps towards selling learning products to their audience directly. Many of these creators are exhausted from the constant pressure to create and post new content online to keep the social algorithms happy, and are looking for a more sustainable way to make a living - The Leap's mission is to help them along the way. Being the first point of contact, you'll be answering users' questions, solving problems, providing expert guidance, funneling insights back to the team, and taking a key role in the overall shape and direction of the product itself!

The Leap's product is simple and intuitive to use. The lack of product complexity means you're more likely to be spending your time taking in feedback from users and offering them guidance and advice on best practices for getting started (as opposed to solving complex technical issues or dealing with advanced use cases). This role will be as much about customer *success* as it is customer *support*.

The Leap operates as a start-up, and we work in a dynamic, entrepreneurial environment. We quickly refine our strategy and approach based on feedback. As such this role could evolve and grow, if that excites you then read on.

We are looking for a Product Support Specialist for The Leap to work Monday - Friday 9am PT - 5pm PT or 9am EST - 5pm EST.

Your goal will be to manage The Leap's support ticket queue, ensuring customer issues are responded to and resolved as quickly and effectively as possible, as well as advocating for ongoing success of the Leap's growing customer base. Here's how you'll accomplish this:

Customer Support and Success:
• Reply to incoming customer emails
• Jump on calls with users to resolve issues, gather feedback, or provide expert guidance
• Identify, reproduce and document bugs
• Work directly with the development team to investigate technical issues, conveying findings and solutions to customers based on their specific needs
• Make recommendations to users by coaching and guiding them towards the successful use of our product and proving our value – this could be one to one or in one to many, such as live group coaching calls or engaging with users via our exclusive community
• Spot and log opportunities to educate creators on features and use-cases that will help them reach their goals

Knowledge Base Documentation:
• Maintain and update our existing knowledge base as our product and processes evolve
• Proactively engage with the product team on an ongoing basis to ensure you're ahead of the curve for upcoming features
• Ensure that we have a system and process in place for keeping the knowledge base up to date and reflective of the current status of the product, at any given time
• Log tips, tricks, and solutions as you discover them, so that our knowledge base grows organically

Voice of the Customer:
• Build rapport and act as the voice of the customer to thoroughly understand the obstacles they face
• Collect, collate, synthesize and share actionable insights with the wider team on a regular basis, to help inform product direction
• Identify areas of improvement, or spot and flag trends based on customer feedback

Product Development:
• Act as an expert sounding board for the product team when exploring new ideas
• Join and contribute to product workshops and design-exploration sessions to help inform future direction of the product
• Work closely with our Product team during the QA of new features so you can effectively communicate each feature use-case to customers

The person we have in mind likely:
• Has 2+ years of experience in an online customer-facing role (ideally in SaaS) where they've used their stellar verbal and written communication skills to explain technical problems succinctly and clearly articulate solutions to customers
• Loves working with a small team with challenging goals
• Has a high degree of emotional intelligence and can successfully work with high value and escalated customers
• Is an independent problem solver. They don't give up when they don't know the answer immediately and while they rarely run into a roadblock they can't creatively get around, they're humble enough to ask for help whenever they need it
• Has experience troubleshooting software-related issues across common browsers and is technically savvy— constantly staying up to date by quickly learning the ins and outs of different platforms and apps
• Loves to learn and grow. They've found (and keep looking for) ways to level up their skills in this field, whether that's through formal education, gaining professional experience, or maybe even building their own business

These things would also be nice, but we think you could learn them on the job:
• A basic understanding of HTML/CSS (but any coding skills are valuable)
• Experience with domain hosting and setting up custom domains
• Familiarity with Asana, Slack, Google Drive, and/or TextExpander
• Familiarity with Stripe Payment processing or their customer support

The recruitment compensation range for this position is $55,000 - $65,000 CAD

Diversity, Equity, Inclusion and Belonging & Accessibility

This is just our initial idea of who we're looking for! At Thinkific, we know that people have unique career journeys. If your experience is close to what we've described but you feel that you might be missing a few of the requirements, please still apply! We believe in equal opportunity and are committed to diversity, equity, inclusion, and belonging across every facet of our business.

We're also committed to providing a comfortable and accessible interview experience for every candidate. If there are any accommodations our team can make throughout our hiring process (big or small), please let us know.

What you can expect if you join Thinkific:

 An amazing team of talented, passionate, and kind Thinkers. Together, we've built an amazing, **award-winning culture**—we're a Certified Great Place to Work and one of Canada's Top Small & Medium Employers!

 The chance to build, improve, and innovate on a platform that's driving positive impact for **thousands of businesses and millions of students** around the world.

 A competitive compensation package including base salary, equity, team-wide bonuses, and an Employee Share Purchase Plan.

Flexible Paid Time Off to maintain mental and physical health. Our team is encouraged to take a minimum 4 weeks of vacation, plus Thinker Holidays (extended long weekends in the summer) and time off for the December holiday season.

 Health Benefits and Wellness: Comprehensive benefits starting on Day 1 include health, vision, and dental coverage for you and your family, $3,000 for mental health care, a short-term health plan, and an additional health or personal spending account. Plus, family friendly benefits include generous parental leave top-ups for up to 32 weeks, as well as fertility coverage and personalized return to work options.

 Flexible Work. Choose to work from home from anywhere in Canada, at our Vancouver HQ, a co-working space, or anywhere there's wifi for a change of scenery.

 Learning & Growth. An annual $1500 USD Learn and Grow fund for conferences, seminars, or courses, plus training, mentorship, coaching, and internal promotion opportunities.

 A home office setup so you're ready to succeed with a company-owned Macbook Pro and a budget to order a desk, chair, or any accessories to help you work comfortably and productively.

Eats and Treats. $50 CAD per month to treat yourself with snacks, lunch, or groceries to cook at home.

 A place where you can **bring your whole self to work**. We know that different perspectives lead to amazing ideas, more innovation, and, ultimately, our success as a company. We welcome applicants of all backgrounds, experiences, beliefs, identities, and statuses. Whoever you are—we can't wait to meet you!

The Thinkific Vancouver office operates on the traditional, ancestral, and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish), and Səl̓ílwətaɬ (Tsleil-Waututh) Nations of the Coast Salish People. We encourage everyone to learn more about the original caretakers of the land that you currently occupy.

Apply for this job

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits