

# Product Support Specialist



Phone :

Web :

## Job Summary

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Vacancy :

Deadline : Jul 10, 2024

Published : Jun 10, 2024

Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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### About ClubRunner

ClubRunner is the award-winning provider of membership software for non-profit service clubs and association. Our product encompasses a diverse range of solutions, including membership management, content management, event management and registration, email campaigns and more. We pride ourselves on using the best technology available to deliver great solutions backed by an exceptional customer experience.

We are on a mission to help membership organizations thrive with purpose-built software, and are looking for motivated and passionate people with a diverse range of talents to join our team. The company's growth offers long-term career and personal development opportunities for motivated and driven individuals.

The ideal candidate is bright and passionate about technology and helping people. As part of our Customer Success team, you will be an integral part of the customer's journey and will have a primary impact on their experience with our product. If you are tech-savvy and love interacting with people, with a desire to grow and gain experience on the leading edge of software and the tech industry, this position has opportunities for developing into Client Services, Implementation, Onboarding, Sales, and other roles.

### Day to Day Responsibilities

- Respond to incoming customer tickets and calls
- Answer all product-related questions promptly
- Troubleshoot customer issues and research solutions
- Document, replicate, and submit any reported defects and bugs to the development team
- Foster strong customer relationships and guide potential and new customers through the adoption of the product via phone consultation, one-on-one training, and follow-up
- Provide training and demonstrations to customers through online webinars
- Assist in the production of training materials, help guides, video tutorials and other external documentation
- Maintain expertise in product in order to provide technically accurate solutions to customers and prospects
- Provide feedback and log requests for new features via tracking system
- Perform user acceptance testing within our software development lifecycle
- Conduct market research, analyze trends, perform product demonstrations, and offering recommendations to the team
- Plan and assist with new product releases and events
- Additional duties as required

### Knowledge, Skills, and Experience

- 1+ year experience supporting a software-based product/service
- 3+ years of experience in customer service
- Post-secondary education or training in technical field is not required, but an asset
- Strong grasp of website design principles such as HTML and CSS, and understanding of website concepts such as domains, hosting, and browser support
- Strong communication (both written and verbal)
- Active interest and passion in technological trends
- Solid time-management skills to handle multiple projects and meet deadlines
- Strong analytical and technical skills
- Ability to work well in a remote team environment

### What We Offer

We pride ourselves on modern technology and innovative products that enable our customers to thrive and achieve their goals. We empower every member of our team to strive for better solutions. We believe in open and transparent communication, being agile, and always thinking of the customer. Having a growth mindset and being open to feedback is a core value of our team.

We provide a company-paid competitive health and dental benefits package, paid time off, flexible work arrangements including remote, training opportunities, and more.

Our team enjoys:

- Remote Work
- Competitive salary and paid time off
- Comprehensive medical, dental, and vision benefits plan
- Life, disability and critical illness insurance
- Employee Assistance Program (EAP)
- Healthy work-life balance
- Friendly and supportive culture built on performance and merit
- Team and social events

### Accessibility and Inclusion

As part of our commitment to inclusivity, diversity, equity and accessibility, our goal is a workforce that reflects the communities we serve. We welcome all qualified applicants to apply. We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how to help.



**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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