

**Senior Customer Support  
Specialist**

P I X I E S E T

Phone :

Web :

**Job Summary**

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Vacancy :

Deadline : Oct 05, 2024

Published : Sep 05, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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### Opportunity Snapshot

Join our team as a Senior Customer Support Specialist and take on a pivotal role in supporting and delighting our customers. At Pixieset, customer happiness and success are deeply ingrained in our culture. As our customer base grows, so does our passionate Customer Support team!

Through comprehensive training, you'll become an expert in the Pixieset platform, equipping you with the confidence to directly engage with our customers. Your primary responsibility will be to provide timely assistance with product inquiries, troubleshoot bugs, and ultimately ensure the success of over 1 million professional photographers worldwide who rely on Pixieset.

We take immense pride in delivering top-notch support and consistently going the extra mile to ensure our customers have an exceptional experience. The positive feedback we receive from the Pixieset community is a testament to their satisfaction, as they continue to refer new users to our platform.

Join our dedicated team and be part of the Pixieset journey, where your passion for delivering exceptional support will make a significant impact on the success and satisfaction of photographers worldwide.

### Your Impact

- Provide high-quality and efficient support to our customers through chat and email correspondences, delivering prompt and effective solutions to their inquiries and concerns
- Collaborate with cross-functional teams to assist in replicating and reporting bugs, taking ownership of product quality and the overall user experience
- Stay up-to-date with the latest product feature launches and enhancements, continuously expanding your knowledge to keep pace with our ever-evolving platform
- Contribute to shaping our Customer Support processes and team culture, fostering an environment of kindness, respect, and continuous improvement
- Assist in creating and editing knowledge base articles, internal resources, etc. to provide authentic and empathetic support, empowering users to navigate our platform confidently
- Act as a brand ambassador, embodying a genuine belief in the value of Pixieset and approaching every interaction with curiosity and dedication, ensuring users receive exceptional support

### Role Requirements

- 3+ years of customer service / support experience
- Mentorship experience
- Tech savvy and eager to learn all the intricacies of Pixieset
- Excellent written communication skills with a passion for crafting engaging and accurate content
- Problem-solving abilities, approaching challenges with a Sherlock Holmes-like intuition to uncover the best solutions
- Strong prioritization and time management skills, with the ability to seamlessly switch between tasks
- Patient, empathetic, and collaborative
- Familiar with professional photography workflow and software - asset

### What We Offer

- Hybrid work environment (2 in-office days per week)
- 4 weeks of annual vacation
- 3% RRSP matching
- \$2,000 annual health & lifestyle spending account
- \$1,000 annual education budget
- \$1,000 annual charitable donation matching
- Comprehensive benefits: extended health, critical illness, long-term disability, and life insurance
- Company-issued MacBook and a one-time \$500 home office budget
- Anniversary rewards and a complimentary Pixieset premium account
- Engaging team-building activities and company-wide events

The typical salary range for this position is CAD \$40,850 - \$60,900 annually. Salary offered will be based on skills, experience and market data.

### Working at Pixieset

We're dedicated to providing photographers and creative professionals with the tools they need to showcase their talent and grow their business. We offer a unique all-in-one platform that allows users to easily create and share stunning online galleries, sell their finished work, build an online presence, and manage their business.

Our culture is dynamic, collaborative, and encourages continuous learning and growth. Ideas and feedback are always welcomed and employees are encouraged to share their skills and knowledge with the team. We value dedication, innovation, and teamwork, and we are passionate about technology and providing simple solutions to complex challenges.

As a member of our team, you will have the opportunity to work on exciting projects, collaborate with talented and passionate individuals, and make a real impact on the success of the company as we execute our ambitious product roadmap.

We are proud to be certified as a Great Place to Work™, Best Workplace in Technology™, and Best Workplace for Inclusion™.

We love what we do, and we love the people we work with. Our commitment to a diverse and inclusive workplace is one of our keys for success. We believe that talent is talent and having many different perspectives, backgrounds, and experiences makes for a stronger team, product, and company.

For more information on Pixieset, please [visit our careers page](#) and follow us [Facebook](#), [LinkedIn](#), [Twitter](#) and [Instagram](#)!

**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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