



Phone :
Web :

Job Summary

Vacancy :
Deadline : Aug 12, 2024
Published : Jul 12, 2024
Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

About PartnerStack

Do you thrive off collaboration and impact? Love to light up your brain and pick up new skills? We're a team of trailblazers in tech who run on heart and humility, and maybe a little bit too much caffeine, too. But who's judging? If this sounds like you, you may be the perfect fit for PartnerStack.

PartnerStack is the only ecosystem platform built for B2B SaaS. We're the connection point between today's fastest-growing SaaS companies and top-performing partners. Our mission? To change the way the world sells software — and with your help, we can get there faster! Want in? Apply now.

About you and the role

As a T1 Support Agent, you will be an integral part of the PartnerStack Customer Success team. You will be responsible for assisting our customers and their partners in navigating and utilizing PartnerStack to grow their business. You will work collaboratively with the support team in a shared queue to provide accurate and timely resolutions and information to our end users. You will investigate and report bugs, and help to improve our support function through quarterly projects such as improving internal and external support documentation. You are resourceful, independent, and good-natured with strong communication and customer support skills. You are a born problem solver, a driven learner and lead with empathy. You thrive when presented with something new to investigate and love finding solutions.

What you'll do

- Interact directly with our customers and their partners via email (Zendesk)
- Troubleshoot technical issues and brainstorm solutions to address customers' needs
- Communicate technical information and ideas in a clear and concise manner, proactively identifying and addressing communication gaps or breakdowns
- Delight our customers with your empathy, product knowledge, troubleshooting skills, and dedication to finding a resolution
- Investigate and escalate bugs to our T2 technical team
- Meet or exceed SLAs (service level agreements) for first reply and resolution times while maintaining ticket quality, and CSAT (customer satisfaction) scores
- Communicate effectively with internal stakeholders to advocate for customers needs
- Maintain help centre and internal knowledge bases to ensure our customers and team have up-to-date and helpful information
- Be resourceful and self-driven to accomplish your tasks
- Be a reliable team player working in a shared queue

You're a great candidate if you have...

- 2+ years of software support experience, preferably in a startup capacity
- Outstanding customer service and written communication skills
- Strong positive positioning and conflict resolution skills that leave customers feeling valued and respected
- Proven internal communication skills in small and large teams
- Have an understanding of internet technologies (APIs, HTTP, REST, etc)
- Have experience with Zendesk and Jira, or another support ticketing system
- Familiarity with querying information from an SQL database
- A strong desire to learn, and a penchant for troubleshooting
- A passion for documenting information that will benefit your team, and customers
- Previous experience in customer support, technical support, or a general operational role in a quickly growing startup/tech company

Why you'll love working here

PartnerStack is a fast-growing startup revolutionizing how SaaS companies go to market and scale revenue with partnerships. Beyond challenging the status quo and innovating great products, our goal is to build a kickass company.

We set every member of our team up for success so they can feel energized about their work, be passionate about excellence, and have the room to learn every day. That means you can experiment with creative tactics, have the freedom to fail and bounce back stronger — and make a career of a lifetime.

Plus, PartnerStack is certified by Great Place to Work® Canada as one of the country's best startups to work at based on their independent analysis of employee feedback.

Perks of working at PartnerStack

- A digital-first environment, so you can do your best work anywhere in Canada
 - A MacBook shipped to you and a budget for peripherals of your choice
 - Flexible working hours (in coordination with your team)
 - Flexibility to work abroad for up to 8 weeks at a time
 - Regular social events, even while working remotely
 - Annual peripheral refresh
- Competitive salary and opportunities for promotion
- High-quality health insurance, active from your first day
- HSA and Wellness Accounts
- Generous vacation and time off plan
- Employee Stock Option Plan for everyone (ESOP)
- RRSP with an employer matching component

Our HQ

Although we're digital-first, that doesn't mean you can't do your best work with us at our downtown office in Toronto — if you want. Our office space (111 Peter Street, Toronto, ON) is open to all employees. Whether you join us in person or virtually, we're committed to ensuring every new employee has a great onboarding experience and feels part of a tight-knit team.

Diversity, Equity, and Inclusion

We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, marital status, able-bodiedness or gender identity.

PartnerStack celebrates what makes every member of our team unique, and strives to create a workplace that is safe and inclusive where everyone can be their truest selves. If you require any accommodations to succeed in your role and feel supported in the workplace, please feel free to let us know. If you require accommodation for any reason, please let us know as we are more than happy to accommodate all.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
