

User support

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Phone :

Web :



Job Summary

Vacancy :

Deadline : Jul 24, 2024

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

In this role you'll be one part anthropologist, one part air traffic controller, one part urbanist guru. Understanding how people use the app, triaging issues they encounter, while flitting across the globe... virtually... within a single day. As part of the Service Delivery team, your morning might be spent answering emails about the New Orleans streetcar, complaints from Brooklynites asking why the L is late (again), and one sweet-but-intimidating Oklahoma grandma asking where her GO crowdsourcing points have all gone. After lunch, you'll put out a small fire: an obscure bug that affects scooter access... but only in New Zealand. Other days will be slowerish, allowing you to chip away at some of your "big picture" projects — like streamlining our support system, writing fabulous copy for our users' edification 📖📖, championing user requests to our product team, and learning to speak Developer.

Because we don't have offices in our 600+ supported cities (besides Montreal), our users play a key role in alerting us to issues. Answering that one gruff email can often help solve issues for hundreds — or thousands! — of irritated users, who were too busy to write to us. Doing so with graciousness and empathy, you'll win over hearts and minds, giving our users renewed trust in public transit at a time when it's desperately needed.

We have a strong support culture here at Transit. The reason millions of people are using our app isn't just because Transit, the app™ is great. It's because there's no barrier between how Transit's users are actually encountering the app and the product getting built. As the first line of contact with our app users, you'll be responsible for sharing feedback about what users are thinking, what they hate, what they love, and how they interact with the app to our developers, designers, and the rest of the company.

As the voice of our users, you'll track new features from development to release and create new user facing documentation on them, help our developers crush bugs, and ensure that the app is the best it can be for our users.

📋 Responsibilities

- Monitor Transit's email inbox to make sure the most important issues are getting flagged to the rest of the team
- Triage and respond to user feedback to ensure everyone is helped in a timely manner
- Be the Agatha Christie of bug reports: you'll be expected to do detective work and describe technical bugs in detail — for example, you will uncover why a user is not able to purchase a new bus ticket, or why real-time arrival data is not appearing for one specific user.
- Be on the lookout for new features by attending demos so you know what users are talking about, and share user feedback for product development.
- Your partners in crime will be developers, data integrators, product designers, and communications people. Yes it's a lot of moving parts — and you'll often be the glue between them!
- Maintain, improve, and create new support resources like our user-facing [Help Centre](#), employee-facing wikis, and other miscellanea.
- Be the champion of the end user to the rest of the company. This is a big one.

📋 Requirements

- Can digest large amounts of information to ferret out what's important, and loves solving word and data puzzles
- Is not freaked out by managing lots of simultaneous tasks (you gotta be one-part air traffic controller, remember!)
- Has empathy: if you feel anxious/distracted when you know someone isn't being helped, that's a good thing
- Is a human checklist of the following adjectives: quick-to-learn, curious, and diligent
- Has the discipline and drive to follow up on tasks and projects that require more than one email, one day, or one meeting
- You'll be the glue between the back end of the app and the user — you must be comfortable with working with Transit's technical teams, and be curious about how the app works (no technical experience required, though!)
- Excellent spoken and written English, with a minimum expectation of intermediate skills in written French to communicate with our users. (95% of the user-facing communications for this position concerns users outside Quebec, and will therefore be in English)
- Keen to help us improve and expand our user-facing Help Centre using keyword optimization, and has a good eye for flow and structure in English writing
- Remembers to include the words "Ice cream at Kem Coba?" in the subject line when they apply
- You're passionate about urbanism and transit!
- Ability to legally work in Canada (no sponsorship available)

📋 Would be nice if

- Polyglot! Besides English and French, other languages are a big bonus
- Bonus points if you have solid writing skills in Spanish
- Experience with Help Scout, GitHub, and/or Shortcut
- You're not Twitter-shy!!!

Don't feel like all the requirements apply to you but you still think you'd be a great fit for Transit? Don't hesitate to apply!

📋 Compensation and benefits

\$45 000 - \$58 000 CA per year, based on experience

- Stock options
- Comprehensive medical and dental coverage
- 5 weeks vacation
- Four-day work week at full-time salary (yes, you read that right)
- Apple laptop and equipment
- \$1,600 annual mobility allowance. STM? BIXI? Uber? E-bike? Scooter? Going car-free is free at Transit.
- A training and development budget
- Generous maternal/paternal/parental leave policy. Gotta fill out our tandem bicycles somehow!
- Flexible work hours
- Spend your days surrounded by first-rate teammates and the best view of Montreal and/or [insert exotic Zoom background]
- When you're in the office: you'll be in urbanist heaven, surrounded by Mile End's urban gardens, bike paths, BIXI docks, bus stops, a metro station, and limitless restaurants... cafés... bars... concert halls... bagel boutiques...
- Communal lunch-and-learn with free food in the office each week

📋 A note on diversity

Public transit is used by overwhelmingly more women and people of colour than other modes of transportation. We try to make sure the diversity of our users is reflected in the team that serves them. Because when we include people of all races, genders, sexual orientations, ages, and identities — we end up building a better app for everyone who uses Transit.

We encourage candidates of all ages, genders, origins and orientations to apply. If you'd like to specify which pronouns you use, feel free to include that in your application email.

And if your lived experience has given you a unique perspective on all things transportation, mobility, accessibility, urbanism? Let us know, and we'll make sure your application gets the attention it merits.

📋 How to apply

To help us get to know you and your style a bit better, we've provided a few skill-testing questions that you might encounter in a day's work. (If you don't speak the language fluently, that's perfectly fine. Let us know how confident you are in the language, then play around with Google Translate or DeepL to write a response that seems to make sense).

1. **Hi, I just moved house but I can't figure out how to change the "home" address on your app. I love Transit but your frequently asked questions didn't help me at all. Please walk me through the process step-by-step or I'll have to download a new app!**
2. **Bonjour, comment ajouter un lieu favori?**
3. **Llevo mucho tiempo esperando el autobús. Tu aplicación dijo que tenía que llegar hace 45 minutos, ¡pero aún no hay un autobús a la vista! Mis dedos están congelados y llegaré tarde al trabajo. ¡Tus horarios están podridos! Actualízalos o les diré a todos que tu aplicación miente.**

Send your answers to the prompts to jobs+support@transitapp.com along with a resume, and a quick summary of who you are and why you're interested in the role. We look forward to meeting you!

PS: When you apply, let us know how you heard about the position! Whispers, grapevines, middle-of-the-night Google searches? We're dying to know.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
