



Support Rep Focused on Automation and Customer Experience

Customer Success · Kelowna, British Columbia, Canada · Full time

Description

StreetText helps real estate agents create compelling Facebook lead generation campaigns. We give real estate agents an edge in their space and have incredible customers!

We're looking for a strong Customer Success and Support Representative to make the experience of our customers truly amazing. You must have the ability to communicate well and personably over email and phone. As an early member of our growing Customer Success Team, you'll be on the front lines helping to ensure great experiences happen every day. If you're someone who is technically inclined, eager to learn about design tools, and comfortable working in a startup environment, then read on.

We require critical thinking, an investigative mindset, and the ability to navigate a robust and ever-improving toolset. You will often need to work along side sales and design teams to understand and improve issues. Likewise, you will need to be able to distill complex ideas in a way that makes it easy for our customers to understand.

The ability to problem solve with customers to solve their issues and answer questions

when necessary is a big asset. We're looking for someone who is highly organized and proactive, adept at juggling multiple tasks. Further, in your drive for efficiency, you can create scalable processes so that each time you solve a problem for a customer it can be replicated for other customers who might be experiencing something similar.

You will learn in this role how to focus on automation based on a number of data points, as well as contributing to the site's UI/UX experience.

Requirements

Genuinely compassionate individual with strong interpersonal skills

Positive and outgoing person

Well-developed communication skills (written and verbal)

Highly organized and absolutely dedicated to immediate response times for customers

Ability to distill complex ideas into easy-to-understand language

Enjoys learning new software and discovering new features along the way

Loves collaborating with team members

Basic to intermediate experience with design tools (ex: Photoshop)

Nice to Have

Facebook ad management experience

Familiar with customer support tools like Intercom, Zendesk or similar

Knowledge of HTML, CSS, and Javascript

Previous support experience

Benefits

Health Plan

Profit Sharing

Conditions apply to both programs which can be explained during interview.

Apply today at <https://apply.workable.com/streettext/j/696CF13037/apply/>

This internship is funded by the Government of Canada under its Digital Skills for Youth (DS4Y) program. DS4Y, an initiative from Innovation, Science and Economic Development Canada (ISED), provides an opportunity for youth to gain valuable training and work experience needed for today's digital economy.

For more information about the DS4Y program in New Brunswick, please visit <http://www.cybernb.ca/DS4Y>

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The logo for the Government of Canada, featuring the word "Canada" in a serif font with a small Canadian flag icon to the right.