Customer Support Specialist

Posted by: AgencyAnalytics

Posting date:08-Apr-2023 **Closing date**: 08-Aug-2023

Education: Bachelor's (Preferred)

Language: English (Required)

Job location:

Salary: $$50,000–$55,000

Years of Experience: Fresher (less than 1 year)

Vacancy: 2

Job Type: Full Time **Job id**: CAJ1988651

Expired

Job description:

We're seeking an experienced customer support champion to join a department that has a **stellar** internal and external reputation for customer support. Our team provides world-class 24/5 support via Intercom live chat to tens of thousands of digital marketing experts worldwide.

We're specifically seeking someone with a strong background in live chat SaaS customer support, preferably with knowledge of digital marketing and/or SEO. If you are high on emotional intelligence, love learning new technology, great at problem-solving, and know exactly how to delight customers at every interaction, we want to hear from you. You'll join a small, tight-knit, and highly committed 13-person team that is passionate about helping customers reach their business goals, and passionate about growing our product. Like our customers, our team is global, and we enjoy a fully remote yet highly connected work environment: The culture is friendly, open, and collaborative, with regular Slack conversations, Zoom meetings, and shared projects.

The timezone for this role is business hours in North America (from Eastern Time to Pacific Time).

Key Responsibilities

- Deliver live chat customer support in a timely manner
- Use expert problem-solving ability and resourcefulness to provide our users with the answers they need
- Use critical thinking to troubleshoot technical issues
- Collaborate with Product and Engineering teams to resolve issues/bugs
- Collaborate with Customer Success and Sales teams to ensure risks and opportunities are promptly acted upon
- Ensure customers are well-supported and educated at every interaction
- Provide professional and friendly insights to customers when solving their problems
- Contribute to the success of our department by suggesting improvements to our processes and our product

Job Benefits

- Profit-sharing, distributed quarterly
- Frequent promotions
- 4 weeks of vacation and paid sick days
- Extended health benefits
- Continued education allowance
- Annual fitness allowance
- Work from anywhere in the world
- Join a bootstrapped, product-focused, & customer-oriented team

- 2+ years in a similar customer support role for a SaaS
- Advanced written communication skills
- High emotional intelligence, with the ability to read and reflect back the sentiment of your audience
- Excellent rapport-building ability with both customers and teammates
- Proven track record of meeting or exceeding common customer support metrics
- Ability to multitask and handle multiple customer inquiries simultaneously
- Strong problem-solving skills and the ability to think critically when addressing tasks
- Positive attitude and ability to maintain professionalism and composure during challenging interactions
- Ability to show empathy, tactfulness, and diplomacy when interacting with others
- Moderate understanding of SEO and/or digital marketing is highly preferable
- Basic understanding of common digital marketing channels
- Familiarity with SaaS platforms and related technologies

About AgencyAnalytics

AgencyAnalytics is a reporting platform that helps digital agencies automate their client reporting.

We have been in business since 2010, are 100% employee-owned, and are growing fast. AgencyAnalytics is currently one of the few high-growth companies selected to participate in the Lazaridis ScaleUp program.

On top of being obsessed with building the best product possible and helping our customers succeed, we also pride ourselves on our company culture. From weekly happy hours, employee of the month awards, profit sharing, fitness allowances, and continued learning...we're always looking for ways to take care of our team.

For anyone looking to continue building their career in SaaS, this is an opportunity to join a team that is dedicated to building a company you'll want to stay at for years to come.

AgencyAnalytics is an equal opportunity employer. We are committed to providing an environment of mutual respect where equal opportunities are available to all applicants regardless of race, color, religion, sex, age, marital status, gender identity, and any other characteristic protected by applicable law. We celebrate diversity and are committed to an inclusive environment among our team.

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