Customer Success & Video Content Creator

Description

Customer Success & Video Content CreatorOverviewMozverse builds and deploys software platforms for emerging technologies in media and data. We are looking for a proactive, results-oriented Customer Success & Video Content Creator to ensure that our clients have measurable success while using our products. This role will have a heavy focus on client and partner management, ensuring successful use and optimization of our technology, and creating engaging instructional video content. Above all else, this role is about empathy and problem-solving: active listening, acknowledging where we can provide better service, and working tirelessly with teammates to solve problems for clients and strategic partners in a timely, accurate, and gracious manner while keeping us all organized in the process. The Mozverse workforce is 100% remote, and the ideal candidate thrives with the freedom and flexibility this structure provides.Core ResponsibilitiesPositively and professionally provide service and support to users.Provide timely and empathetic help through email, phone, and live chat.Create engaging and informative video tutorials and how-to guides to help users understand our platformâ??s features and capabilities.Manage the video creation process from scriptwriting to editing and publishing.Assist in creating and manage campaigns for customers within our platform, ensuring they meet customer goals and expectations.Share feature requests and effective workarounds with team members.Educate clients and partners about Mozverseâ??s vision and help establish a relationship of trust through successful activations and campaigns.Act as the point person to coordinate internally (Marketing, Development, Marketing, Sales, Legal) and with our clients and partners during the onboarding process and facilitate efficient communication between parties.Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users).Inform customers about new features and functionalities.Collaborate with internal teams and colleagues to resolve customer concerns effectively.Develop and maintain a system to ensure that Mozverse has been in monthly contact with all clients and partners.Create and distribute organized feedback reports to other department heads that highlight opportunities for improvement and further development.Â Â Â Â Â Â Â Â Â Â Troubleshoot bugs and report them to our Development team.Write help articles for our clients.Help verify and maintain internal support articles.Use data-driven insights to provide progress reports regarding our clientsâ?? product integration, usage, and troubleshooting.QualificationsBachelorâ??s degree or relevant work experience.Experience in a customer support role.Tech-savvy with the ability to quickly learn new software.Experience creating video content, with a portfolio of past projects.Ability to work independently and as part of a team.High level of creativity, attention to detail, and project management skills.Strong interpersonal skills and experience in quickly building customer relationships with a friendly and engaging personality.Demonstrated experience using data and internal resources to optimize outcomes.Solution-oriented. High EQ and confidence-inspiring with clients/partners. You are passionate about working with clients and you see their success as your success. At the same time, you are able to navigate tough conversations when they arise.Highly technical and able to communicate with cross-functional teams of varying technical savviness.Able to quickly learn new configuration and customization skills along with having good product sense for innovative enterprise software.Previous experience in a SaaS and/or technology company.Excellent verbal and written communication.Have a continuous improvement mindset and contribute to the process of the teamSelf-driven and track record of exceeding goals.Familiarity with video/audio advertising platforms is a plus.How to ApplyÂ At Mozverse, we recognize and appreciate the importance of

Hiring organization
Mozverse

Job Location
Remote

Base Salary
$ 50000 - $ 80000

Date posted
June 4, 2024

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creating an environment in which all employees feel valued, included, and empowered to do their best work and bring great ideas to the table. We recognize that each employeeâ??s unique experiences, perspectives, and viewpoints add value to our ability to create and deliver the best possible service, technical assistance, and research to members and partners.Diversity, equity, and inclusion (DEI) for us represent both a business necessity and a core belief. These concepts represent a fundamental value and code of behavior that impact our daily interactions and decisions. DEI is the result of respecting, valuing, and caring about others and the lives we touch through member engagement, our products, messaging, and operations.Mozverse is committed to providing an inclusive and welcoming environment for all members of our staff and is proud to be an Equal Opportunity and Affirmative Action employer. We do not discriminate based upon race, religion, color, national origin, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender, gender identity, gender expression, transgender status, sexual stereotypes, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. We also consider qualified applicants with criminal histories, consistent with applicable federal, state and local law.Â Please mention the word **UNRIVALED** and tag RMzQuMTQ1LjIyMC41NQ== when applying to show you read the job post completely (#RMzQuMTQ1LjIyMC41NQ==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts
Job listing via RemoteOK.com