

Customer Support Specialist

Description

In 2016, we founded Provi as an innovative ordering solution, aimed to disrupt the 240-billion dollar alcohol industry with a product that would move beyond the constant chaos: the texts, paper stacks, missed phone calls and lost communication that has dominated the purchasing workflow between buyers and distributors for decades. Today, Provi is better than ever. We've created a best-in-class ordering solution that better connects beverage alcohol professionals across 35 states and growing, with more than 750,000 product listings that make up the most expansive and trusted database of U.S. distributor portfolios. If selected for a position in either Chicago or Austin*, you'll enjoy a hybrid work arrangement, allowing you to spend two days a week working from our office. Additionally, we provide an accommodation process for those who may require full remote work.*Hybrid positions are only applicable to employees within a 35-mile radius of Provi offices. Hours for this role: Sat-Sun, 9 am – 5 pm CT Mon-Wed, 11 am – 7 pm CT. What you'll be doing: Queue Management – Answer and triage incoming Support tickets, aiming for a team average Time to Resolution under 48 hours and First Response Time under 1 hour. Escalate urgent requests or technical issues for quick resolution. Assist new users on Provi by completing their account setup and responding to their questions with an eye for customer satisfaction. Maintain a detail-oriented approach through user data update projects and ticket resolution. Work with Support Leadership to recognize usage trends and opportunities for more efficient customer service. Collaborate cross-functionally with Product, National Accounts, and the Distributor team by logging feature enhancements, connecting with account managers, staying up-to-date on distributor offerings, etc. Create self-service internal and user documentation to enhance training resources. What you bring to the role: An empathetic, detail-oriented approach to customer service. A deep interest in technology and problem solving, as well as a respect for the food & beverage industry. Stellar communication skills, with the ability to identify what's being asked and clearly explain the answer to staff and clients, even under pressure. A team player, able to manage repetitive tasks alongside more demanding troubleshooting issues and stretch projects. An avid learner, always seeking new information and considering how to lift up teammates as your understanding grows. \$55,000 – \$61,000 a year. On this team, we care deeply about enhancing the customer experience without compromising our team's wellbeing. We are avid learners, adapters, and helpers. Our team's values are: Collaborate with Compassion, Communicate with Empathy, Problem Solve with Intention, and Recognize & Lift Up. We aim to uphold these values with each of our actions, including how we hire, onboard, and train new teammates. What you can do at Provi: Make an impact: Work directly with the management team to help grow the business. Find your groove and grow: Provi keeps growing and you should too. Expand your skill set, diversify your experience and develop along with us. Enjoy competitive benefits: Health, Dental, Vision, 401K with match, Commuter Perks, Long/Short Term Disability, Employee Assistance Program, Unlimited PTO and ½ day Fridays in the Summer. Be a part of something big: Join a dynamic and innovative team that is working to change a major industry. In compliance with local law, we are disclosing the compensation range for this role above. Employee pay will vary based on factors such as qualifications, experience, skill level, competencies, and work location. Base pay is just one component of the Company's total compensation package for employees. Other rewards may include annual bonuses, short- and long-term incentives, and program-specific awards. In addition, the Company provides a variety of benefits to employees, including health insurance coverage, life, and disability insurance, a retirement savings plan, paid holidays, and paid time off (PTO). Provi is committed to creating a diverse

Hiring organization

Provi

Job Location

Remote

Date posted

June 12, 2024

Apply Now

environment and is proud to be an equal-opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. If you're a qualified candidate with a disability and you need a reasonable accommodation in order to apply for this position, please contact us at jobs@provi.com. Please mention the word ****PROFOUNDLY**** and tag `RMzQuMTQ1LjlyMC41NQ==` when applying to show you read the job post completely (`#RMzQuMTQ1LjlyMC41NQ==`). 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](https://www.remoteok.com)