

Customer Support Expert

Description

About GlossGenius GlossGenius is building an ecosystem enabling entrepreneurs to succeed. We empower small business owners to focus on being creators, not admins, by offering a range of business management tools including booking and scheduling, marketing, analytics, payment processing and much more. Over 70,000 small business owners have chosen to rely on GlossGenius every day to run their entire set of business operations. Joining its powerful, intuitive platform with its vibrant, distinguished brand, GlossGenius is the ideal combination of a fintech, SMB software, and consumer company all in one. About the Role Our customers are the core of our business and weâ??re looking for a Customer Support Expert who will support them throughout their entire customer journey! In this role, youâ??ll build your product knowledge and learn tools to resolve customer issues and become an advocate for the GlossGenius brand. Through calls, text conversations and more, youâ??ll prove one-of-a-kind support and build strong, long-lasting relationships with our customers. You will report to our Customer Support Manager. This role is a remote position and can be based anywhere in Canada. Please note, the hours for this role could be Monday- Friday 10:00am-8:00pm EST or Tuesday-Saturday, 11:00pm-7:00pm EST. What Youâ??ll Do Master your understanding of the GlossGenius product by answering support tickets primarily via phone and text Work with customers to understand their goals and challenges in order to deliver faster product value through effective ticket responses Deliver best-in-class, personalized support to meet our high standards for customer satisfaction Work with a dynamic team to achieve team company goals such as customer acquisition and retention Engage with the team to identify areas of opportunity to improve resources: macros, help center, etc. What Weâ??re Looking For 1+ year work experience in a customer-facing role, SaaS preferred Proven record of driving customer satisfaction and meeting or exceeding performance standards Excellent written and verbal communication skills, with an ability to adapt to various communication styles A strong team player, a self-starter who thrives in a fast-paced, high-growth start-up environment Benefits & Perks Generous PTO Competitive health & dental insurance options, with premiums covered by GG Generous, fully-paid parental leave policy Professional Development – employees receive a yearly stipend for approved learning and educational-related expenses One-time home office stipend Team Bonding: As a distributed team, being able to build meaningful bonds both virtually and in person is incredibly important to us! We are constantly evaluating how we accomplish this and currently, teams are given opportunities to gather in person throughout the year At GlossGenius, we celebrate our differences and are committed to creating a workplace where all employees feel supported and empowered to do their best work. We believe this benefits not only our employees but our product, customers, and community as well. GlossGenius is proud to be an Equal Opportunity and Affirmative Action Employer. Please mention the word **ENJOYABLE** and tag RNDQuMjQyLjE3NC4yMDE= when applying to show you read the job post completely (#RNDQuMjQyLjE3NC4yMDE=). 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)

Hiring organization

GlossGenius

Job Location

Toronto, Ontario, Canada

Base Salary

\$ 55000 - \$ 82500

Date posted

June 13, 2024

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