

Seeking: Customer Success Agent

Are you a strong communicator with good problem solving skills? Are you tech savvy? Are you Fluent in French and English? Are you interested in growing with a scaling tech company? If so, you may be the person we're looking for!

[Checkclick](#) is looking for a person to assume the position of a Customer Success Agent. This position is critical to the success of a company that has built its foundation on customer service.

Your primary responsibility will be to be the first point of contact for our customers when they have a question or an issue with Checkclick.

In addition, you will have the opportunity to help architect and execute our marketing and social media initiatives.

This is a **1 year contract position** with the opportunity for an extension beyond the 1 year. The position may require work both in a Toronto office and/or remote and the ideal start date would be **April 14th, 2018**.

Primary Responsibilities

- Respond to sales and support inquiries via email and phone, in both **English and French**.
- Help existing customers with common issues using Checkclick.
- Log all issues in Zendesk, and all potential customer interactions in HubSpot
- Ensure that all inquiries are responded to within our timeframe guidelines, and with an extremely high level of professionalism and courtesy.
- Lead web-based training sessions with new customers.
- Escalate issues to the technical team when a bug is suspected.
- Provide general feedback to the technical team on potential new features or improvements to the platform.

Secondary Responsibilities

- Contribute to the evolution of our marketing strategies.
- Edit and polish written marketing material (blog posts, whitepapers, help articles).
- Gather feedback on the performance of our marketing strategies via HubSpot.
- Provide general administrative support to our sales team.



Requirements

- Very strong communication skills, written and spoken, **in English and French**
- Very strong problem-solving skills
- Good understanding of internet browsers and web technologies
- Friendly and helpful personality
- Able to work flexible hours (tickets may need to be responded to after hours)

Nice To Have

- Degree or diploma in marketing or internet technologies
- Customer support experience
- Experience in managing social media accounts
- Experience working at a technology startup
- Experience with Marketing automation and CRM systems

Resources To Help You

- Support from Senior Company Director
- Toll free phone number to be routed to your phone
- A support ticket management system (ZenDesk)
- A customer relationship management system (HubSpot)

Compensation and Benefits

- **\$33,000 CAD** annual compensation
- Reimbursement for cell phone bill (up to \$100/month)
- Flexible hours

Interested? Please send your resume or questions to info@checklick.com and include a minimum of 3 references.