

Amazing customer support job at Cliniko

Cliniko

Melbourne, Australia Post Date: August 15, 2020 Full-Time

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Job Description

We are looking for a few amazing Customer Support people to join our remote Cliniko team. We don't care much about experience and credentials; we care more about personality, passion, and work ethic. A sense of humour helps a lot too. We'll need people that are in a time zone that suits Australia, New Zealand or United Kingdom business hours.

Cliniko is dedicated to having the best team possible. No matter what your background is, or how you identify, we encourage you to apply. We know that having a diverse team is necessary to have different perspectives, and is how we'll continue to find new ways to make Cliniko better. We are committed to the continual diversification of the team as well as constantly improving our inclusivity that is core to how we work.

What is Cliniko?

Cliniko is practice management software that makes life easy for Allied Health professionals by handling appointment scheduling, storing treatment notes, running video consultations, and much more. It's quite a neat system and is used globally by tens of thousands of practitioners every day.

The team behind Cliniko

We're a team of 38 considerate and friendly people, spread around the world. We work completely remotely, although our base is in Melbourne, Australia. We care much more about finding the best person for the job, rather than looking for someone that lives nearby.

We don't have managers, we don't have meetings, there are no time-sheets to complete. We're responsible, autonomous, creative, and proactive in doing our best for our customers.

We're focused on making great software and providing great support. We take pride in doing our best work, and enjoy bettering ourselves and each other. We strive to make the world a bit better, both personally and through our work.

If you want to know more about how we work, our founder, Joel, gave a talk about it.

Requirements

We are hiring support people for Australia, New Zealand, and United Kingdom business hours. You choose which of those you're applying for, but the work day must entirely fall within your 6am to 7pm. We won't consider anyone working outside of these hours, in their local time zone.

We care greatly for the health of our team, and their ability to work with us long term. We want to make sure the job is a positive in their lives, and we believe this greatly impacts that.

We understand some people consider themselves a "night owl". Unfortunately that won't be a reason to consider them for these roles. Instead, please do keep an eye out for when we hire in a more suitable time zone for you.

Who you are

You want to work in a place where you can do your best work and have fun, too. You want to constantly improve. You have empathy, and can place yourself into the shoes of the people using Cliniko. You have a sense of humour, and know when it's appropriate to use it!

You have superb English skills (both verbal and written). You are able to take your thoughts and put them together in easy to understand language. You're able to convey your messages in a friendly, accurate, and jargon-free way. You appreciate a good oxford comma.

What you'll work on

You'll spend your time supporting Cliniko customers. This includes:
Responding to chat/email messages from existing customers.

Helping people decide if Cliniko would suit their business.

Voice calling customers when chat isn't enough or it's requested.

Communicating with people via social media.

Raising issues to share with our developers.

Working with third party integrators to solve customer problems.

Engaging in peer review feedback to help others improve.

Our goal is to "do right by our customers" in every single interaction, so you'll be empowered (and expected) to provide amazing support.

Benefits

We want people doing their best work with us. We know that needs a great work environment, and we don't mean a flashy office. Here are some things we do a little differently to enable people to do their best work and live a happy life: 30-hour work week.

Complete autonomy.

Work from anywhere.

Unlimited annual leave (minimum 4 weeks per year).

Supplied computer equipment.

Ergonomic furniture.

Fresh organic fruit delivered weekly to your home.

Overseas trips for full team meet-ups (family invited and paid for, too).

No managers.

No meetings.

The salary for this position will be **\$80,000 AUD p/year**, or equivalent in your local currency. For example, this is approximately £44,000 in the United Kingdom.

It's worth noting, we pay very well for this role, and in general. We hire great people, they do great work, and they deserve to be rewarded well. But! This has nothing to do with experience and credentials. The only thing that matters to us is the work you'll do with us, and the value you'll add to our team. Don't be discouraged if this is well above your previous earnings. Your income history is no part of our decision making.

In summary

We're looking for someone special. We don't hire often and when we do, we get thousands of applicants. We will do our best to offer you a job you can love, and that lets you achieve your best, but we expect you to do your part.

You should be absolutely passionate about providing amazing support. You should take pride in your work and be excited to do it.

How to apply

Please be respectful that we'll have thousands of applications, so while we want to get to know you, being clear and concise is also appreciated. Oh, and friendly, too! We're not looking for a professional message written like a robot. We want to get a feel for who you are.

When you get to the application form, there'll be a few bits to answer:
Some basic information, name, and email.

Some multiple choice questions that require a little searching on our website. These questions **must all be answered correctly to be considered**. These are just here to see you've put a little effort in, and save us some time with the inevitable applications that don't warrant individual review.

A few other written questions that let us know a bit more about you, and how you communicate. As only a small percentage of applicants will be taken through to a video chat, you'll want to spend your time on these. Please be friendly, accurate, and clear while showing us that you're someone we should talk to.

Applications are open until **August 28th, 2020 at 11:59 pm AEST**.

What you can expect after applying

Once you've applied, sit back and relax while we get to work on our side! We'll only begin reviewing applications on August 29th, 2020, after applications have closed. In recent hiring, we've had thousands of applications, so it can take us some time to review them all. We will individually review every application that is within the right time zone and has answered the multiple choice questions correctly. When reviewing, at least one person from the Cliniko team will read your application.

You can expect to hear back from us by 18th September, 2020 at latest (3 weeks after closing applications). **Every application will get a response, whether successful or not**. If you haven't heard from us by the 18th, please do let us know.

At this point, we'll be down to close to 50 applications still in the running, so you can see why the written questions when applying are important. Our founder, Joel, will then have a 5-minute video call with all these applicants, to determine who will continue to the test stage. This round should take 1 - 2 weeks to complete depending on the number of applicants still remaining.

We will then narrow the pool to less than 20 applicants, and there'll be a small mock support task to complete. We expect this task takes approximately 6 hours to complete, so please make sure you're prepared to spend that time, before applying. You'll have support from us in working on this task, just like you would if you work here. We want to replicate what it's like to work with you as best we can.

From the tasks, we will select just a few to have some short video chats with a number of people from our team to help us make the final choice. You'll likely chat to people from a range of roles at Cliniko (support, developers, etc.).

Finally the exciting part for us, and those that are chosen. We'll hire some people to join our team! That will happen fast, and the start date will be chosen by the applicant.

We know it's quite a process to go through, so we want to make sure you know what you're in for up front. It's important that you can make an informed decision to participate or not. We'll be transparent with everyone along the way. We want to find the most suitable people to join our team and look after our customers.

One final note, unfortunately due to the quantity of applications we receive, we are not able to provide feedback for those not successful in the first round. In the later stages, we'll do our best to provide what we can, if requested.

Good luck!

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