About the role

Our team will be reviewing applications on a first-come-first basis and will provide an update on your application (no matter the outcome) within two weeks of your application being submitted. This posting will remain open until we receive enough applications to fulfill our available openings. Please note that we are currently accepting applications for start dates in January 2021.

Kia Ora! We're so excited that you're reading this and hope that you will decide to apply! Please note that we are balancing applications from applicants who are currently residing anywhere in New Zealand.

Shopify has redefined commerce, raising the standard for how companies of all sizes sell their products and services online and offline. With 175 million merchants in more than 175 different countries and the most innovative platform in the market, we continue to grow rapidly as we constantly look for new ways to impact and disrupt markets. Our support team provides the best support guidance, so merchants have the confidence to grow and develop their business and livelihoods.

As Support Advisor (otherwise known as a Customer Support Representative) you will play a crucial role in making the above a reality for our merchants every single day. This work is incredibly rewarding and also really challenging; our merchants have amazing stories filled with highs and lows, triumphs, and triumphs. It is in these moments and many in between that you would make an impact.

This opportunity is so much more than customer service. Using chats, phone calls and emails, you'll have the chance to teach, problem solve and explore growth opportunities with Shopify merchants. You are a business coach, helping merchants reach their full potential. This is your chance to enter the most vital role in our global scale.

Following 5 weeks of training and mentoring, you will begin responding to our merchants in five channels as part of a small team. We're here to support you. All Support Advisors work a combination of weekdays, weekends and holidays on a rotating basis.

Requirements for the role:

- Ability to adapt to new processes and work accurately in a fast-paced, rapidly changing environment.
- Proven track record of being incredibly resourceful and finding solutions even when there is no clear path.
- Experience with technology paired with excellent typing skills.
- Ability to work independently, own your own development through continuous improvement and proactively seek growth opportunities with your lead in regular 1:1 meetings.
- Effective, genuine human conversations.
- Proven ability to manage multiple tasks, projects and priorities.
- Effective written and verbal communication skills.
- Ability to communicate information to both merchants and Shopify.
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Responsibilities:

-Engaging with customers on a daily schedule that includes phone, email, social channels, chat, and mail.

-Ensuring a high level of customer service by engaging with your assigned ticket volume, with seven live LinQ scores.

-Acting as a business coach and advising about the merchants’ business habits on everything from how to set up and run your store, to how to set up and run promotions.

-Completing essential follow-up documentation after each interaction.

-Engaging with customers and stakeholders in situations that require technical and non-technical resolve, and present creating growth opportunities for their businesses.

-Offer expert-based insights, our point of view.

-Acting for merchants and the Shopify platform by communicating with stakeholders.

-Engaging in human conversations with merchants to identify and resolve issues, and provide coaching/growth opportunities for their businesses.

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