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## Customer Champion Team Lead, Onboarding (EMEA or APAC)

Hi there!

We're looking for someone who loves helping individual contributors (ICs) achieve their professional development goals while growing a new division focused on supporting Zapier's newest users. If you love interacting with people on a daily basis to help them learn how to optimize their work then read on...

We know applying for and taking on a new job at any company requires a leap of faith. We want you to feel comfortable and excited to apply at Zapier. To help share a bit more about life at Zapier, here are a few resources in addition to the job description that can give you an inside look at what life is like at Zapier. We hope you'll take the leap of faith and apply.

- [Our Commitment to Applicants](#)
- [Culture and Values at Zapier](#)
- [Zapier Guide to Remote Work](#)
- [Zapier Code of Conduct](#)
- [Diversity and Inclusivity at Zapier](#)

*Zapier is proud to be an equal opportunity workplace dedicated to pursuing and hiring a diverse workforce.*

### About You

- **You achieve amazing results.** Your end goal is to drive meaningful, long-term **company** success. Provide a focus for your team, remove barriers that stand in their way, and hold them accountable for results.
- **You create a healthy team environment.** You build a diverse and inclusive **team** guided by honesty, trust, and safety. A manager who creates a healthy team dynamic gets a disproportionate return on their efforts in other areas.
- **You cultivate people's best work.** You help **individuals** maximize their abilities through clear expectations, feedback, coaching, and recognition. Excellent work is accomplished by people who use their strengths and get better over time.
- **You're empathetic** to ICs, peers, and users and can easily put yourself in their shoes. You realize that not everyone has the same skill set and that smart people sometimes make mistakes. You make customers feel empowered after interacting with support.
- **You love to write.** Almost everything at Zapier is done via written communication (both with customers and between teammates).
- **You're persistent.** Support at Zapier is much different than at many software companies. It's not the same questions over and over again, and often involves researching technical nuances of the apps we support. You love the opportunity to solve new problems every day and won't give up when you don't know the answer right away.
- **You love doing things efficiently.** At Zapier, the work you do will have a disproportionate impact on the business. We believe in systems and processes that let us scale our impact to be larger than ourselves.
- **You love to set your own course.** At Zapier, we have quick team meetings each week and one-on-one meetings every month and then we go make things happen. You get to make things happen without someone saying so.

We believe giving the best support to our customers is important. For that reason, we only consider candidates who want to dedicate at least the next year or two to giving great support to Zapier's team and customers.

### Things You Might Do

Zapier is a small, fast-growing, and remote-first company, so you'll likely get experience on many different projects across the organization. That said, here are some things you'll probably do:

- Hold weekly 1:1 meetings with each direct report (3-4) and your manager
- Hold a weekly team meeting to ensure your team is up-to-date on what's happening around Zapier.
- Help customers via email or chat to ensure they have the best experience possible, troubleshooting their problems and answering their questions.
- Experiment -Onboarding is a brand new and highly experimental function. Your work may change over time.

### How To Apply

We have a non-standard application process. To jump-start the process we ask a few questions we normally would ask at the start of an interview. This helps speed up the process and lets us get to know you a bit better right out of the gate.

After you apply, you are going to hear back from us, even if we don't seem like a good fit. In fact, throughout the process, we strive to make sure you never go more than seven days without hearing from us.

### About Zapier

For the past six years, Zapier has been helping people across the world automate the boring and tedious parts of their job. We do that by helping everyone connect the web applications they already use and love.

We believe that there are jobs a computer is best at doing and that there are jobs a human is best at doing. We want to empower businesses to create processes and systems that let computers do what they are best at doing and let humans do what they are best at doing.

We believe that with the right tools, you can have big impact with less hassle.

We believe in small teams. Small teams are fast and nimble. Small teams mean less bureaucracy and less management and more getting things done.

We believe in a safe, welcoming, and inclusive environment. All teammates at Zapier agree to a [code of conduct](#).

### The Whole Package

Location: Remote, EMEA (Europe, Africa, Middle East) or APAC (Asia-Pacific) time zones

If you want to work remote, that's great. If you want to work near others, that's cool too. Our team of 170+ is distributed because it lets us work with the best people. You don't have to be located in the USA either. Some team members live in the United Kingdom, Thailand, India, Nigeria, Taiwan, Guatemala, New Zealand, Australia, and more! You just need the skills and drive to succeed in this role and the ability to work from anywhere.

However, due to the unique needs of support, we do hire with coverage for specific timezones in mind. Generally speaking, this means that we count on new teammates to work from the timezone they're hired in. As with every rule, there are absolutely exceptions and flexibilities, and advance notice of long-term timezone changes goes a long way! If you have any questions on this at all, we'd be happy to discuss the specifics of your situation during the interview process.

Compensation:

- Competitive salary (we don't use remote as an excuse to pay less)
- Great healthcare + dental + vision coverage\*
- Retirement plan with 4% company match\*
- Profit sharing
- 2 annual company retreats to awesome places
- 14 weeks paid leave for new parents of biological or adopted children
- Pick your own equipment. We'll set you up with whatever Apple laptop + monitor combo you want plus any software you need.
- Unlimited vacation policy. Plus we require you to take at least 2 weeks off each year. We see most employees take 4-5 weeks off per year. This isn't a vague policy where unlimited vacation means no vacation.
- Travel of 5% - 10% for company retreats which rotate to various cities throughout North America
- Work with awesome companies around the world. We partner with great software companies all over the world and you'll constantly get to [interact with people from these great companies](#)

\*While we take care of our international folks as best we can, currently, healthcare and retirement plans are only available to US, UK, and Canadian-based employees.

Optional: [Share anonymously some demographic information about yourself](#) to help us better track trends related to the backgrounds of candidates interested in working at Zapier in order for us to build a team that represents the users at Zapier and the broader world population.

*Zapier is an equal opportunity employer. We're excited to work with talented and empathetic people no matter their race, color, gender, sexual orientation, religion, national origin, physical or mental disability, or age. Our code of conduct provides a beacon for the kind of company we strive to be, and we celebrate our differences because those differences are what allow us to make a product that serves a global user base.*



### Apply for this Job

\* Required

First Name \*

Last Name \*

Email \*

Phone

Resume/CV

Attach

Paste

Please verify which time zone you are located. \*

Why are you interested in this role at Zapier? \*

How many years experience do you have with technical customer support in a SaaS environment?

Please select

How many people have you managed in the past, and what were your responsibilities managing them? If you haven't managed people before, tell us about any relevant experience leading a group.

Tell us about your experience leading a team. We'd love to know about the size of the team, how long you've been leading it, your favorite parts about your role, etc. \*

Create a Google Form asking people to RSVP for an event, and then set up a Zap that sends an email to anyone who responds to that Google Form with "Yes". Please copy and paste the URL of your Zap here. [Follow these instructions to find the URL of the Zap: <http://g.recordit.co/u&t1M8xY2B.gif>] \*

Look at this list (<https://bit.ly/2T1nI8U>) and pick the 5 things that most excite you. Also pick the 5 things that least excite you. Don't pick by your opinion of importance, this is mostly to see interest/experience. \*

Submit Application

[Read our Privacy Policy](#)