



Customer Support Specialist

US, REMOTE / REVENUE ORGANIZATION - CUSTOMER SUPPORT / FULL TIME EXEMPT

OVERVIEW

Our goal is to exceed expectations through not only our next-generation product, but through our amazing service as well. Our Customer Support team is integral to building great relationships with our partners so that we can continue to strengthen our brand and build our business.

The Customer Support Specialist is responsible for assisting with support issues through chat, email, and occasionally video. A 15Five product expert, you will be the face of our brand and the first-line support for our customers.

WHAT YOU'LL DO

- Customer Service
- Maintaining a positive, empathetic, and professional attitude toward customers
- Responding promptly (within SLA requirements) to customer inquiries
- Communicating with customers through various channels (email, chat, Zoom)
- Acknowledging and resolving customer complaints
- Knowing our products inside and out so that you can answer questions
- Recording customer feedback
- Communicating and coordinating with colleagues as necessary
- Providing feedback on the efficiency of the customer service processes

- Ensure customer satisfaction and provide professional customer support
- Develop relationships with key stakeholders to maximize satisfaction and retention levelsCommunicating with proper grammar and punctuation
- Following internal handoff procedures and collaborating with members of other departments to answer customer questions and solve customer issues
- Consistently meet QA goals

- **Technical Writing**
- Identify technical documentation needs of end users and or internal teammatesCreate training materials (e.g., troubleshooting guides, video walkthroughs, etc.)Organize and edit supporting documents for various product functions in Zendesk KB and GuruSelect appropriate mediums for each message or audience (e.g., manuals, online videos, etc.)

- **Technical Troubleshooting**
- Ask powerful questions to understand issues
- Use problem solving skills and troubleshooting guides to isolate the issue
- Hold determination to find a fix or workaround
- Knowing our products inside and out and working with Product and Engineering Teams to troubleshoot issues
- Occasional phone/video calls with customers to troubleshoot issues live
- Leave exhaustive notes according to our Escalation Template when passing off bugs and customer requests to Escalations Team

- **Peer Coaching**
- Peer Coaching Weekly ticket review and feedback for peers
- Aid peers via Slack or Zoom in troubleshooting as needed

WHAT YOU'LL BRING

- 1-2 years of experience in customer support, specifically SaaS
- Experience with ticketing system like: Salesforce Service Cloud, Intercom and Zendesk
- Experience with JIRA, Django and SQL are a plus
- Impeccable writing skills
- Attention to detail
- High levels of empathy and emotional intelligence
- Skilled problem solver
- Ability to self-regulate and manage stress

WHO YOU ARE

- Strong collaborator that prioritizes building trusting relationships with key stakeholders
- Passionate about being extraordinary in both your work life and personal life
- Have a strong reputation for accountability and reliability
- Effectively articulate ideas and strategy
- Able to easily switch between strategic and tactical thinking
- Comfortable in a fluid environment with a high tolerance for ambiguity and change
- Growth-minded and open to coaching and mentorship
- Open to vulnerability
- Curious and committed to innovation, continuous learning, and growth
- Self-motivated, self-responsible, and self-accountable

DESIRED IMPACT BY 3 MONTHS

- Answer Tier 1 tickets with an average of a level 6 competency on a 1-10 scale
- Write at least 1 technical troubleshooting document for Tier 1 internal KB

DESIRED IMPACT BY 6 MONTHS

- Answer Tier 1 tickets with an average of a level 7 competency on a 1-10 scale
- Write at least 5 technical troubleshooting documents for Tier 1 internal KB
- Build a relationship with at least 1 key admin in a company

DESIRED IMPACT BY 12 MONTHS

- Answer Tier 1 tickets with an average of a level 8 competency on a 1-10 scale
- Write at least 10 technical troubleshooting documents for Tier 1 internal KB
- Have completed progress on 1 meaningful team Objective or KR

SAMPLE WEEK IN THE LIFE

- **Monday:** Join company Boost, reply to customer tickets, communicate with CSMs to sync on open tickets
- **Tuesday:** Attend team sync call, update customers on issues and reply to new issues, document Tier 1 internal troubleshooting processes
- **Wednesday:** Attend company Boost, resolve customer issues, 1-on-1 with manager
- **Thursday:** Start with team sync call, document Tier 1 internal troubleshooting processes, reply to customer tickets
- **Friday:** Join company boost, reply to new customer issues, QA for peers, fill out 15Five, resolve any tickets before the weekend

ABOUT 15FIVE

15Five is a people and performance platform that instantly upgrades each and every manager. It works by combining employee engagement, continuous performance management, and manager effectiveness software with education, services, and community. At the heart of our approach is Best-Self Management, an evidence-inspired strategy for cultivating world-class managers and transforming organizations by unlocking every employee's potential. With our holistic solution, CEOs, HR leaders, and managers create highly-engaged, high-performing organizations.

We work with over 2,000 forward-thinking companies that use our solution to bring out the best in their people, including big brand names like Credit Karma, WP Engine, Adobe, and Fitbit. 15Five is backed by Next 47, Origin Ventures, Point Nine Capital, and Matrix Partners. Its headquarters are based in San Francisco, with offices in New York and Raleigh, NC. The company is working 100% remotely during the COVID-19 pandemic.

We're excited to continue building out a diverse team that prioritizes inclusivity and celebrates everyone's unique identity. To support our people, 15Five believes in flexible working arrangements, non-gendered Parental Leave, Flexible Time Off, Sick Time Off and extensive training and development including but not limited to Diversity, Equity & Inclusion, Best-Self Management, strengths discovery and alignment and Manager specific development opportunities.


Reading the job description and feeling like you don't check every box? That's okay; if you think you have what it takes but don't necessarily meet all the criteria, please apply—you could be exactly who we are looking for!

[Our Mission, Vision & Values](#)

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[Diversity, Equity & Inclusion](#)

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