

Accion Venture Lab

Job Description Bank



Role	CSR
Title	Customer Service Representative
Company	Insightly

Company Description

This is a solid description of a company which readers may not be familiar with

Insightly is a well-funded VC backed startup that provides cloud based Customer Relationship Management (CRM) and Project Management software to small businesses. Insightly is the most widely deployed CRM application on the Google Apps Platform with more than 250,000 businesses located in over 150 countries worldwide using our software. Insightly has a freemium business model. Our paying customers pay \$9 per user per month. Insightly is on a significant growth trajectory with a solid track record and reputable investors. We recently concluded a Series B financing round and is backed by Emergence Capital Partners, Cloud Apps Management LC, Sozo Ventures, and TrueBridge Capital Partners.

Location

San Francisco, CA

Summary

If you like working in a small and fun startup environment, are passionate about customer service, take full ownership and responsibility to deliver tangible results, Insightly is the right place for you! We're looking for an intelligent, empathetic and helpful person to join our San Francisco based team. Insightly is dedicated to giving our customers fast, helpful and friendly answers to any questions they have about our software and teaching customers how Insightly can help run and build their business.

Job Description

- Customer service star with a technical background
- Eager to help our customers get the most of our software
- Deliver basic how-to information as well as analyze root cause of customer issues
- Must be able to communicate clearly and effectively
- Must have a great deal of patience. We are looking for someone who loves to help others
- Must be able to listen to customer's needs effectively, and passing the info on to our engineering team
- Exceptional prioritization and multi-tasking skills
- Ability to provide customers with proactive solutions to issues

Job description merges somewhat with requirements of the candidate

Qualifications

- Familiarity with a ticket based support tool
- Familiarity with online chat toolHands on experience with CRM
- Familiarity with Google Apps for Business
- Basic computer skills including Microsoft Windows environment, Google Apps and familiarity with various browsers

Skill sets

- Excellent written and communication skills
- Experience using cloud based software and customer management tools
- A good understanding of what makes great customer service
- Eagerness to work in a startup environment with smart and humble peers

Perks

- We're not only a super successful and fast growing start-up, but also a fun place to work. Here are just some of the perks we offer:
- Awesome office in SOMA, San Francisco close to Caltrain, Bart and Muni
- Flexible working arrangements
- Generous medical, vision and dental cover coverage
- Free snacks, drinks, and fruits
- Weekly massages from professional masseurs

Typical perks for a Silicon Valley start-up.
Softer perks take place of equity.

Role	CSR
Title	Success Agent Tier 3 - Mobile
Company	Salesforce

Company Description

Salesforce is the Customer Success Platform. Our social and mobile cloud technologies—including our flagship sales and CRM applications—help companies connect with customers, partners, and employees in entirely new ways.

Location

San Mateo, CA or Portland, OR

It would be helpful to provide more context around what Tier 3 means in terms of company hierarchy

Summary

As a member of the Success Agent Tier3 team, you will leverage advanced technical expertise to resolve customer case escalations. As a Tier3 expert you will enable customer success by helping customers overcome crippling technical challenges. You will provide hands on functional troubleshooting, feature explanation, and best practice guidance to the broader Technical Support team to assist Salesforce customers during critical and time sensitive situations.

Job Description

- Manage highly visible, global and strategic, enterprise cases and ensure 100% customer satisfaction.
- Provide prompt and complete resolution to technical challenges and business issues that have been escalated.
- Lead the resolution of critical technical issues.
- Liaise and work closely with the Salesforce R&D team on escalated technical issues and product roadmap changes/new features.
- Provide effective and timely communication about case status to tier 2 and Salesforce management.
- Identify, develop and execute training/education gaps or challenges.
- Advocate customer's priorities internally within Salesforce.
- Share best practices with team members to enhance the quality and efficiency of customer support and contribute to the knowledge base.
- Serve as a Subject Matter Expert (SME) for the Products you will be specializing in.
- Be leaders in the group, both on execution but in knowledge sharing.

Qualifications

- Minimum Bachelor's degree in computer science or equivalent experience
- 5+ years of prior experience in Technical Support and/or 3+ years working on Salesforce platform
- Solid understanding of Internet technologies: firewalls, web servers, web proxy servers, etc.
- Understanding of database concepts and data management (RDBMS) and SQL
- Understanding of Object-Oriented design and core programming concepts
- Preferred Minimum 3+ years T2 Salesforce Support experience or equivalent
- Visualforce and Apex coding experience
- Previous experience with Salesforce.com CRM and technologies is a plus
- Certified Salesforce Administrator (ADM201)
- Certified Salesforce Developer (DEV401)
- Certified Salesforce Developer (DEV501)

Skill sets

- Strong Business Acumen
- Demonstrated analysis, problem solving and skills troubleshooting expertise
- Detailed, organized and results oriented
- Ability to effectively prioritize and escalate customer issues as required
- Excellent written and verbal communication skills
- Comfortable interacting with all levels of customer and SFDC management
- Ability to multi-task and perform effectively under pressure

Qualifications and skill sets are equally prioritized here