



About iCompass

We are a Cloud based SaaS company focused on the North American local government market sector. Our purpose is changing people's lives for the better by strengthening open and efficient government. iCompass provides services for small to medium-sized local governments that remove non-value adding activities for mission critical staff.

Our core offering, CivicWeb is a local government management tool that handles the activities and decisions required to deliver services to the public. In addition to providing Agendas, Minutes and Records, we supply solutions for Local Government Efficiency. iCompass also hosts ClerkOn and LeadOn, the largest thought leadership 'clerk' and 'local government leader' communities in the world.

Customer Support Representative

At iCompass, the Customer Support Representative (CSR) is a critical member of the Customer Success team. Your mission is to ensure that our customers have a positive and valued experience with our CivicWeb suite services and the iCompass organization as a whole. We support our customers using a variety of systems that are designed to provide a consistently positive experience, making them part of our community and driving advocacy that compels them to recommend iCompass solutions to friends and colleagues.

Primary Responsibilities:

As a CSR, your role will include delivering services and support designed to ensure customers are getting value from their investment in iCompass solutions. This will entail you developing and sustaining productive customer relationships that meet or exceed their expectations. You will provide responsive Tier 1 customer service by handling incoming phone and email requests about iCompass products and services. You will use a variety of internal systems to collect, track and document customer cases from open to close, triaging, prioritizing and owning customer issues throughout the case management lifecycle.

You will be solving problems related to application, system and network issues to deliver timely resolution to address customer's needs, and educating them on the proper usage of self-help tools and services when appropriate. You will also be setting and maintaining customer expectations on issue resolution timing and when appropriate, advising customers of additional services available to improve and solidify the value being received from iCompass applications.

Additional Responsibilities May Include:

- Tier 2 technical support related to customer implementations, system setup and configuration
- Project Management activities to ensure effective and timely implementations of iCompass applications
- One-on-One mentoring of customers in the use of iCompass services
- Involvement with other customer relationship activities, including notifications, collaboration, coaching, and user conferences

Behavioural Competencies:

- A friendly, positive attitude, with a real passion for interacting with and helping others as well as a 'get it done' attitude.
- Ability to work extraordinarily well in a team environment and autonomously when necessary
- Highly self-motivated with a love of learning and being challenged
- A strong desire to work in a dynamic, growing company
- Fully accountable for actions and decisions, being responsible for the bad and sharing the good results

Minimum Education, Skills & Experience

- A university degree or equivalent post-secondary education designation is a huge plus
- 3+ years experience working as part of a customer facing technical support team, providing web-based application support for customers
- Knowledge of web-based technologies and experience delivering training using online tools
- Excellent written and verbal communication including proper phone etiquette, a proven proficiency in typing and grammar, and effective listening skills
- Ability to deal effectively with others in antagonistic situations, using appropriate social styles and methods to reduce tension or conflict
- Computer-literate and internet savvy with a demonstrated skill in using customer support case management tools (preferably Salesforce Service Cloud)
- Ability to multitask and prioritize multiple concurrent assignments
- Excellent problem solving, critical thinking, organization and interpersonal skills
- Microsoft Office Suite experience – Word, Outlook, Excel

Additional Desired Skills & Experience:

- Experience with administrative and legislative processes is a huge plus
- Presentation and Training skills
- Experience working with HTML, CSS and web technology
- Project Management experience or certification
- Experience executing QA testing scripts
- High-energy with a knack for customer advocacy
- Customer account management skills are an asset
- Accustomed to working with a geographically distributed team

Physical requirements:

- Must be able to sit for long periods of time, using a computer
- This position requires the use of headset/microphone

Travel expectations:

- May require occasional single to multi-day travel for customer on-site visits or customer user conference/workshop activities
- May require travel for professional development activities

To Apply:

- Email your resume and cover letter to iCompass Customer Success Manager at careers@icompasstech.com before January 7th.