



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.

Our Core Values

Our culture and core values are important to us and they should be important to you:

- **Trust One Another:** We are honest and reliable. We treat everyone with respect, are open to criticism, are accountable for our actions, and we act with integrity at all times.
- **Team work:** We hire the right people for the right roles. We are aligned and passionate about the right priorities. We are dedicated to doing whatever it takes to get the job done.
- **Getting things Done:** We work collaboratively, developing and maintaining productive relationships. We readily share our experience, resources and opportunities.
- **Act Passionately:** We are proud of our work and delight in providing unequalled customer service, having fun in the process.
- **Improve Everything:** We are comfortable taking risks and love learning new things. We embrace best practices to sharpen and improve everything we do.

iCompass Customer Success

As a member of the Customer Success team, you will join a group that is passionate about living iCompass' corporate core values and has a friendly, positive attitude. We have a real passion for interacting and helping others, ensuring our customers have an excellent, memorable experience, leading them to purchase more valued iCompass services and to recommend our services and support to friends and colleagues.

Implementation Specialist Responsibilities

As an Implementation Specialist your mission is to ensure that our customers have a superior experience with iCompass every time they interact with our CivicWeb suite of services and especially during the setup and implementation period immediately following the sale. Your role will be completely focused on meeting the needs of medium to small local government staff members (City Clerks and Managers), elected officials (Mayors, Councillors), and their public constituents by utilizing a proven project planning approach and leading implementations within the required timeline.

Required Skills & Experience

You're a customer focused individual with a real passion for providing excellent customer service. You've got excellent interpersonal communication and presentation skills with a high level of energy and an ability to be assertive yet respectful. You're resourceful, organized and professional. You possess excellent analytical skills and the innate ability to handle your stress and the stress level of others, handling challenging customers and situations with relative ease. You know that an important part of deploying new solutions involves the change management aspects of driving adoption and adherence.

Additionally you possess the following technical and application skills:

- Knowledge of web-based technologies and experience working with HTML, XML and CSS
- Experience delivering training using online training tools
- Demonstrated skill in using customer support case management tools, preferably Salesforce Service Cloud
- Proficiency with Google's GSuite technologies including Gmail, Drive, Docs, and Sheets
- Experience working with Microsoft Office Suite applications including Word, Outlook, Excel, PowerPoint
- Use of community software would be beneficial, preferably Inluitive and Sococo
- Ability to work effectively remotely and with a geographically dispersed team.
- Must be legally able to work in Canada
- Occasional travel for professional development, customer user workshops or corporate meetings required

Nice To Have's

- Experience with administrative and legislative processes
- Project management experience or related post-secondary education
- A university degree or equivalent post-secondary education designation an asset

To Apply:

- Email your resume and cover letter to iCompass Customer Success Manager at careers@icompasstech.com before January 21st.