

## **Customer Success Specialist** InTime Solutions Inc. - Vancouver, BC

InTime is looking for a Customer Success Specialist to join our small but growing team! If you are passionate about the customer experience, are self-directed and looking to make active contributions in your role, then look no further! A great opportunity for a new grad looking to hone their skills.

### **About Us:**

InTime is a well-positioned tech company with 20 years' experience in a very niche space: scheduling and timekeeping for public and private safety.

Our scheduling solution provides our clients with tools to help their operations run smoother with less overtime and paperwork. We count the likes of the Calgary Police, Anaheim Police, Lockheed Martin and Fortis BC as excellent customers - and that's just scratching the surface of over 100,000 staff using InTime across the US and Canada.

### **The Role:**

Our Customer Success Specialist role is all about maintaining trustworthy relationships, problem solving and working as a team player in a tight-knit software company.

In the world of SaaS and Cloud Software, the iron-clad retention of our customers is everything. We must not sit idly back with a "no news means good news" mentality. We are looking for someone to proactively engage with our customers and make sure they are using our software to its fullest potential and if not, helping them reach their needs and goals.

This role demands a well-rounded skillset, your client success expertise will be used by our Sales and Marketing teams when designing trial programs, lead nurturing processes, and marketing publications. Of course, if we hire the right person the possibilities for expansion within the company are sky-high.

### **Quick checklist:**

Can you explain complex ideas to my 5-year-old nephew?

Big fan of win/wins?

Positive?

Tech Savvy?

Fun-loving?



### **The Goods:**

In addition to a highly competitive compensation package including a comprehensive benefits plan and employee share ownership, we offer:

- Complimentary and nutritious lunches at the office
- High quality espresso and hot drink facilities
- Excellent gym and bike storage
- Ergonomic office environment, including stand-up desks
- In office Ping Pong table
- Subsidized personal phone plans & transit passes
- Positive, fun and non-judgmental atmosphere

### **The Office:**

Our office is in a great, central location overlooking Robson Street in downtown Vancouver. We are a fun-loving and hardworking group who embrace our individual strengths but also work together as a dedicated team. We maintain an effective, but informal 'open door' organizational structure. We do not believe in unnecessary formal meetings and instead, try to make things happen through fluid team work and open communication.

### **Who we're looking for:**

- An excellent team-player with an outgoing, positive attitude
- Experience working in a customer service environment
- Ability to work on multiple projects at once
- Comfortable working with computer software
- Very strong organizational and communication skills
- Confident dealing with customers through multiple mediums
- Able to work in a team environment but also independently
- Always ready for a challenge

**Job Type:** Full-time

**Required education:** Post-Secondary Degree;

**To Apply:** Email [info@intimesoft.com](mailto:info@intimesoft.com) with Customer Success Specialist as your subject line.

**Learn More:** <https://intimesoft.wistia.com/medias/lau8ct2bk2>

