

# Solutions Specialist – Customer Support

## Full-time, North America

Join one of the fastest-growing tech companies, and industry-leading products behind 'online fundraising' in the impact sector, enabling thousands of the world's most loved charities to raise money and deliver change for good.

We're an ambitious bunch with big goals. Over 8 years we've grown to support more than 1000+ charities internationally, with a current team of 100+ passionate fundraising software professionals across 4 global offices (Australia, NZ, UK, USA). We act as one global team and have a great culture with a load of benefits (health and well-being, work-from-anywhere policies, bonus leave days and more).

We're looking for a smart, ambitious & down-to-earth team member to join us on our next stage of growth. If you're looking for a role that will give you freedom to grow, challenge you to achieve incredible things, & if you're not afraid to step into the unknown - then you're already halfway there.

## The Opportunity

As a Solutions Specialist for Customer Support, your primary objective is to support the delivery of optimal solutions for our charity clients. You'll achieve this by working closely with our wider professional services and customer success teams to provide timely and accurate support to client queries, assist with onboarding new clients to the product, and assist with building dynamic project implementations.

**The Role – Client Support (primary focus):**

- Identify solutions to client requests and issues
- Conduct initial investigation of any issues flagged & work with the wider team where required to fully understand the issue or task in order to provide the optimal solution
- Effectively communicate with clients via multiple channels such as email, phone and support ticketing software to quickly get a comprehensive understanding of their question/issue and provide timely updates on progress to a solution
- Provide timely and accurate customer feedback
- Talk customers through required steps to resolve a problem to help facilitate knowledge transfer and training to customers
- Timely follow up with clients to ensure solution is adequate & problem is resolved
- Upskill in new product functionality to efficiently support clients with implementation
- Manage multiple cases and requests at one time
- Assist with ongoing platform training for existing customers
- Assist with the onboarding of new clients, specifically those that would like to 'self-serve' and not engage with paid professional services work
- Support the production of content to assist clients on how to get the most out of the platform
- Identify recurring sticking points or areas where new clients need assistance in their first time set up and feed those back into the product team for improvement

**The Role – Client Project Delivery (secondary focus):**

- Implement web page content: build pages using the platform's inbuilt page builder module
- Set up event registration flows using the platform's inbuilt entry form generator and adding in any custom styling and web forms as needed
- Work with web developer in the team on custom functionality to ensure the UX is implemented well

- Assist with testing and QA for both standard & custom functionality as well as data capture requirements including that the data is being stored in a useable way that meets the business/project requirements for the client
- Actioning any feedback or bugs that have been identified by clients as part of the testing phase.
- User experience testing of a final site before it is sent to the client for review
- Creating and testing webforms and other data capture
- Ensure proper documentation is maintained for each project in relation to the implemented solution

### **The Role - General:**

- Process Improvements - Identify improvements and make recommendations for process refinement
- Culture - Assist in creating a great culture for the global solutions team through consistent regular catch ups
- Debriefs & Retrospectives - contribute to project debriefs and compile learnings for future projects and internal processes

### **We think you'll be successful if you:**

- Have a strong understanding of content management systems (CMS's) and web technologies including HTML, JS & CSS
- Are technically minded, with some experience/understanding of different areas of digital (for example Google Analytics, User Experience, frontend development, web design, etc)
- Have a keen design eye for the visual display of content on websites and (whilst not needing to be a designer) are confident in using page builders to set up great looking web pages
- Have experience with SQL queries (not an expert but some experience and be willing to learn)
- Have great time management skills
- Have excellent communication skills and are proactive in updating team members on the status of your workload
- Are confident working on a variety of customer projects & queries at any one time and confident in knowing when to escalate an issue
- Have experience in using bug tracking software (eg Bugherd, Jira)

- Are highly detailed orientated & comfortable writing detailed handover points on any project or specific issue when escalating to a senior team member
- Have excellent English writing skills when communicating both internally and externally
- Have a positive personality, a desire to learn new things and are proactive and excited to play a key role in your team

## The Funraisin Team

We're a team of passionate fundraising software professionals - some have come from world-renowned tech giants such as Google and Apple, others from the highest awarded digital agencies and others from inside some of the world-leading nonprofits.

Together we build world-class products that aim to accelerate the transition to a better world by connecting people to causes. We get a kick out of seeing, and feeling, the impact of our work and we have a ton of fun doing it. Our values demonstrate who we are and what we strive to do.



### Better than yesterday

Continuously improve ourselves and our impact



### Learn fast, act fast

Pursue the fastest path to learning & a bias to action



### Act as one

Be inclusive, have a seat at the table and win/lose together



### Be uplifting and have fun

Be optimistic, passionate, positive and laugh



### Make magic

Strive to make the impossible, possible