

Technical Support Representative

Since its founding in 2011, SmartyStreets has grown to become a recognized industry leader in location data intelligence. We provide enterprise-grade SaaS solutions for address validation, geocoding and data enrichment around the world. As we've grown, our culture has been built upon creating, building, helping, and collaborating with energy and excitement. We want to enjoy our time together by giving appropriate effort and mastering our respective crafts, being outward toward others, and by doing lots of fun things together. If you aren't enjoying yourself, then you're doing it wrong!

We have immediate openings for Technical Support Representatives to join our existing Customer Support team. Your primary responsibility will be to help current and prospective customers understand how to use our best-in-class SaaS products and resolve any technical issues they may be facing. And, you'll need to delight them in the process.

Responsibilities:

- Have fun! Enjoy the interactions with our customers and your co-workers.
- Become a subject matter expert on all SmartyStreets' SaaS offerings to better understand customer needs and see potential opportunities to meet those needs.
- Quickly respond to incoming phone calls, emails and chats from current and prospective customers.
- Successfully resolve any problems the customer is facing, and delight them in the process.
- Maintain excellent records of calls, emails and chats with customers in the designated CRM.
- Consistently receive high 'satisfaction' scores from the customers you interact with.
- Participate in company cultural initiatives and training, including Arbinger methodologies, Crucial Conversations, Getting Things Done (GTD), etc., and apply the learned principles in your work and in your interactions with others.

Requirements:

- Preferred: Bachelor's degree in IT or computer science.
- Preferred: Experience in working with JavaScript, C#, Python, PHP, Java, and HTTP requests.
- 3+ years of experience in a technical support role, with a proven record of exceeding expectations.
- Ability to learn about and thoroughly understand API-based products.
- Ability to quickly and thoroughly diagnose a customer's problem, and provide excellent guidance in helping the customer resolve their problem.
- Delight customers in their interactions with you.
- Strong, consistent drive to make an impact and provide results.
- Strong communication skills, including written, verbal, and presentation.
- Strong ability to calmly work with many different kinds of people, including the occasional customer who is frustrated.
- Did we mention having fun? Work hard, master your craft, and enjoy the experience along the way.

Compensation, Benefits and Perks:

- Competitive compensation (DOE).
- Paid health and dental insurance premiums.
- Generous PTO benefits.
- 401k retirement plan with matching.
- Ongoing training for professional and career development.
- Great workplace and the tools to accomplish the work.
- Drinks, snacks, team building lunches & activities.
- In office chiropractic services.
- Many other perks, including periodic company retreats and trips to very fun places.

Apply:

- Email a copy of your resume and either introduce yourself in the body of the email, or attach a cover letter to jobs@smartystreets.com. Please use the title of the position you are applying for in the email subject line.
- You are welcome to include references and/or letters of recommendation along with your initial application.
- For more information about the company, please visit us at <https://smartystreets.com>.