



Job Title: Customer Support Specialist

Reports To: Director of Support

Department: Account Management

Job Summary:

WellRight is a leading provider of corporate wellness software, used by organizations to improve the health and well-being of their employees and clients. Our mission is to change people for good through positive habit formation focusing on six dimensions of holistic health: physical, emotional, financial, social, occupational, and purpose. Our highly-configurable software spans both the administrative side of running a wellness program as well as the user-facing side of program participation.

WellRight is looking for a self-motivated Customer Support Specialist who has a passion for problem solving. As a Customer Support Specialist you will have ultimate responsibility for customer support satisfaction through technical product support. Primary responsibilities include answering complex questions on function and usage of product, and prioritizing issues with appropriate escalation. A high degree of interaction and teamwork are required to be effective.

Responsibilities:

- Receive and log support calls. Assess severity level to the problem and initiate the case resolution workflow.
- Monitor ticketing system for incidents. Manage ticket process to ensure focus on customer service and timeliness of resolution.
- Document procedures to ensure the successful expansion of future customer support operations. Define the level 1 and level 2 processes needed to make the team successful.
- Drive improvements in our technical support processes by analyzing and tracking trends in key performance metrics.
- Continually work to expand knowledge of WellRight products, resources, and computer operating systems; ability to troubleshoot, debug and recommend solutions.
- Report and test product issues by working with the technical team to resolve customer issues with a sense of urgency.
- Provide status updates on issues identified as critical.
- Maintain and improve online help knowledgebase.

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Requirements:

- Bachelor's degree (business, information systems, computer science, math or related field).
- Experience as a customer service or customer support specialist within a SaaS company is a plus.
- Possess a passion for helping clients and colleagues and empathy for their challenges.
- Demonstrate excellent verbal and written communication skills.
- Able to handle stressful situations, excellent time management skills and attention to detail; resourceful and independent.
- Able to embrace the importance of teamwork and able to operate comfortably in an innovative, start-up environment.
- Possess a positive customer-centric attitude and ability to handle all client communications in a professional manner.
- Comfortable with learning new technology. Proficient in Microsoft Office applications including Word and Excel. Experience working with defect tracking software or customer support ticket software.
- Bilingual in Spanish is a plus.
- Experience with HTML, CSS, XML, SQL is a plus.
- Some computer programming coursework or work experience is a plus.

About WellRight:

WellRight is based in Chicago, but due to COVID-19, we're currently 100% remote.

Benefits include: Unlimited PTO, flexible work schedule, at-home internet stipend, medical, dental, and vision, 401k matching, paid short-term and long-term disability coverage, parental leave, and competitive compensation.

WellRight is committed to a diverse, equitable, and inclusive workplace. We welcome people of all backgrounds, experiences, abilities and perspectives. We encourage women and underrepresented groups to apply.