



Bilingual Customer Success Agent

We're looking for a person who speaks and writes **fluent French and English** to jump into a role as our bilingual customer success agent.

This is a **full-time position** (T4 and CPP/EI contributions provided) with a fixed term of 6 months. If the fit is good, the position will be made full-time permanent.

Checklick is based in Toronto, but our working culture is **remote-first**. We're open to hiring to people living anywhere in Canada (preferably in the Eastern time zone). As there may be some occasional travel to Toronto required, proximity to the GTA is also preferred.

The salary for this position is **\$36,000 per year**, plus a \$100 per month stipend for your internet and mobile phone expenses.

This position will be partly funded by **Canada's Digital Skills for Youth** program, and because of this, you **must** meet its criteria to apply:

- post-secondary graduates, who are up to 30 years, or younger, at the start of the internship;
- legally entitled to work in Canada (i.e. Canadian citizen, permanent Resident or person who has been granted refugee status); and,
- self-assess as underemployed, meaning they are employed below their level of education, outside their field of study, or hold part-time employment.

About the Position

We're a small company, so you'll wear many hats! Your primary responsibility will be to respond to support inquiries via email, phone and social media, in both English and French. Specifically, you'll:

- Help our existing customers with any issues using Checklick.
- Log all issues in Zendesk (our customer service platform), and all potential customer interactions in HubSpot (our customer relationship management platform)
- Ensure that all inquiries are responded to within our timeframe guidelines, and with an extremely high level of professionalism and courtesy. Our busiest time for support inquiries is during regular business hours. However, we also receive occasional inquiries during evenings and weekends, which you will be expected to answer. We can provide you with statistics on how many tickets typically fall outside regular business hours so you can decide whether this position is right for you.
- Lead web-based training sessions with new customers.
- Escalate issues to the technical team when a bug is suspected.

- Provide general feedback to the technical team on potential new features or improvements to the platform.

When time permits, you'll also be tasked with:

- Contribute to the evolution of our marketing strategies.
- Editing and polishing written marketing material (blog posts, whitepapers, help articles).
- Gathering feedback on the performance of our marketing strategies via HubSpot.
- Provide general administrative support to our sales team.

Skills We're Looking For

You're a good candidate if you're:

- Polite, patient, friendly and well-spoken
- Self-disciplined (able to stay focused while working remotely)
- Comfortable with internet technology and able to quickly master the Checklick application, as well as our internal tools and processes
- Fluent in French and English

We'll be thrilled if you also have one or more of the following skills:

- Experience developing and executing social media campaigns
- Experience with graphic design (creating infographics, whitepapers, brochures, etc)
- Experience with WordPress
- Experience with HTML, CSS and Javascript
- Experience with SQL (we use Postgres, and would love it if you know some basic SQL so you can ask our database questions and generate some interesting insights)
- Experience with Ruby on Rails and AWS

About Checklick

Checklick is a web-platform used by sport organizations to evaluate athlete performance.

Remember when you took swimming lessons as a kid? Remember coming home with a paper report card at the end of the week? Checklick takes that process online, letting coaches use their own mobile devices to track athletes' progress, and email reports home to parents.

We also sell a full-featured ecommerce add-on to Checklick called Storefront. Storefront lets local sport organizations quickly create a web-presence for their sport activities, accept registrations online, and process credit card and offline payments.

Checklick has over 110,000 users in 30 countries, and Checklick Storefront has seen a 25% year-over-year gross revenue growth since its launch in 2011.

How To Apply

Please send an email to dominik@checklick.com with:

- A cover letter (in the body of your email), explaining why you think you'd be a good fit for this position.
- An attached resume in PDF format

There is no deadline to apply, however, we'd like to fill this role immediately, so we'll be interviewing continuously until we find the right candidate.