



Company Profile:

Driftscape is a Canadian startup whose core product is a local discovery and travel mobile and web app SaaS platform. Driftscape provides a platform for municipalities and unique cultural organizations to share their stories in an interactive and engaging fashion to our quickly growing base of active users.

For users, the app is a personal guide that helps them explore their surroundings from the point of view of diverse local experts. The app also helps users discover places of interest, events, and tours from a growing list of content partners.

Available on iOS and Android devices, and a web version, Driftscape is an ad-free platform dedicated to making local culture easier to discover. There are currently over 60 organizations using the app to share their stories and over 5000 points of interest, events, and tours across Canada.

Driftscape Team:

Our team comprises a group of experienced professionals that aim to drive growth, both for the company as well as for each team member. We believe in teamwork, transparency, innovation and constantly strive towards excellence. There is never a dull day at Driftscape!

Why work at Driftscape?

- Be part of a growing startup company - excellent career growth opportunity
- We're a passionate mission-focused team
- Ability to work remotely, learn fun facts that help you increase your general knowledge about Canada + help you break the ice in an awkward social setting, and become an explorer
- Learn new skills from different work areas (as a growing startup our team members wear many hats)
- Occasional lunch parties with the team (Virtual till we go back to normal!!)

Job Title:	Customer Success Representative	Job Category:	Customer Success
Location:	Remote from home	Travel Required:	Minimum
Level/Salary Range:	\$20/hr	Position Type:	Part-time (flexible), contract position
Contact Person:	Pooja Chitnis	Work hours:	+/-10 hours a week

Applications Accepted By:

EMAIL: MARKETING@DRIFTSCAPE.COM

Subject Line: Customer Success Representative

Job Description

ROLE AND RESPONSIBILITIES

- Assist the Director of Customer Success in overall client relationship management, which includes on-boarding, training, increasing adoption, ensuring retention, and high levels of customer satisfaction
- Enter and manage content in the Driftscape content management system
- Research and create app content for clients, when requested
- Work on other special projects to improve the customer experience
- Other tasks as assigned by the Director of Customer Success

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Excellent verbal and written communication skills
- Basic knowledge of word processing and spreadsheets, and Google GSuite/Documents
- Flexible, team player
- Ability to work in a self-directed environment
- A positive and energetic personality willing to go the extra mile to put a smile on the customer's face

PREFERRED SKILLS

- Previous customer service / sales experience
- Familiarity with cloud based marketing and sales tools, such as Hubspot, etc.
- Prioritizing, time management and organizational skills
- Relationship management skills and openness to feedback