



Join Our Team as a Customer Success Representative (CSR) at WaitWell!

Are you a tech-savvy go-getter with a passion for customer success? Do you thrive in a dynamic, fast-paced environment and enjoy making meaningful connections? If so, we have the perfect opportunity for you! WaitWell is seeking a vibrant, energetic, and driven individual to join our team as a Customer Success Representative (CSR).

What You'll Do:

As our CSR Superstar, you'll be the primary point of contact for our customers, ensuring they have a seamless and delightful experience with our SaaS product. Your responsibilities will include:

- **Customer Success Magic:** Provide top-notch support by answering queries, resolving issues, and ensuring customer satisfaction.
- **Tech Troubleshooter:** Use your technical skills to help customers navigate our software, troubleshoot issues, and provide clear, easy-to-follow solutions. Experience in web development is strongly preferred.
- **Relationship Builder:** Develop and maintain strong relationships with our customers, understanding their needs and ensuring they maximize the value of our product.
- **Feedback Guru:** Collect customer feedback and collaborate with our product team to drive continuous improvement and innovation.

What We're Looking For:

- **Education:** A bachelor's degree in Business, Communications, Information Technology, or a related discipline is preferred. Coursework or certifications in customer service, sales, or technical support are advantageous.
- **Positive Attitude:** Ability to build lasting relationships with clients, partners, and team members.
- **SaaS Experience:** Familiarity with SaaS products and the industry landscape.
- **Technical Aptitude:** Comfort with technology and the ability to quickly learn new software and tools.
- **Customer-Centric Attitude:** A passion for helping customers and providing a positive experience.
- **Excellent Communicator:** Strong verbal and written communication skills.
- **Problem Solver:** Resourceful, proactive, and adept at solving problems and adopting new skills.
- **Project Management Experience:** Proficiency in application programming interfaces (APIs), Customer Relationship Management (CRM) systems, Agile project management tools, and customer service platforms is a significant asset.



Perks of Joining WaitWell:

- Salary: competitive salary commensurate with experience.
- Benefits package: Comprehensive benefits that support your health and well-being.
- ESOP: Potential to participate in our employee stock option plan.
- Hybrid Work Schedule: A minimum of three days a week at our Calgary office with the option to work remotely for the other two days, adhering to standard office hours.
- Dynamic Team: Be part of a fun, energetic, and supportive team.
- Growth Opportunities: Opportunities for career advancement and internal promotions.
- Innovative Environment: Work with cutting-edge technology in a fast-paced, innovative company.

If you're ready to bring your energy, enthusiasm, and expertise to WaitWell, we'd love to hear from you! Apply today and let's achieve great things together.

Why WaitWell?

WaitWell is a small Calgary-based start-up with big growth ambitions. We embrace risk-taking and innovation. As part of our small team, you'll work closely with the executive/founding team, all of whom have extensive experience in scaling SaaS companies. You'll be at the heart of the action, learning new skills, and making a meaningful contribution in an exciting, fast-paced environment.

Ready to do something big?

Send your resume and cover letter to HR@waitwell.ca, explaining why you'd be a great fit for WaitWell.