



iCarol is a web-based crisis and help line management system offered by CharityLogic and in use by many agencies around the world. People who subscribe to iCarol are very excited about its extensive features, ease of use, low cost, and great support. We're now hiring honest, energetic, talented people to join our growing iCarol Support Team.

Your Role as a Client Support Specialist

You'll be responsible for the ongoing care and support of iCarol clients, as they learn and use the system, encounter problems and recommend new features. You'll provide excellent and timely responses to daily inquiries, and also lead longer-term projects to build a more robust support system.

To do this you'll need to build up your own expertise about how iCarol works, via training and questions to other iCarol staff members. Your primary tool will be Salesforce.com, our chosen platform for Customer Relationship Management.

In addition to giving timely responses to their inquiries (by web, phone and email), you'll also help the Client Support Manager research, propose and build excellent support systems (mostly using Salesforce.com) that will:

- Make the job of supporting clients easier while keeping the clients very delighted with the quality and responsiveness of our support
- Minimize the need for (more costly) human client interaction by giving them robust online self-serve options, such as training, documentation and other knowledge repositories about how to use iCarol
- In conjunction with the sales and product development teams, identify (on an ongoing basis) the key areas we should focus on, so that we can enhance client support
- Recommend feature and process improvements for iCarol to the product development team, especially items that will enhance client support
- Provide management with periodic reports about client support key indicators

You'll be working (mostly by phone and email) with agencies around the United States, Canada and the United Kingdom, and will have a high degree of interaction with all iCarol staff members.

At this time, we are looking for 3-5 client support specialists for immediate hire. We are seeking individuals with a range of skills and competencies from "junior" client support specialists through to more "technical" client support specialists. 2-3 of these positions will be filled in Canada.

Success Measurements

We consider client support to be one of the most vital aspects of our service and will give you the resources you need to do your work well. Here are the areas in which we expect great results:

- Anecdotal and quantitative reports of customer delight, particularly in the areas of timeliness, quality and accuracy of responses
- Reduction in time the development team needs to spend in client support
- Reduced need for clients to contact iCarol for help, and instead get solutions by themselves

- Implementation of integrated self-serve tools and training into the clients' iCarol systems, and the quality & quantity of content in them
- Alignment with and contribution to overall iCarol goals and team values

Required Values and Experience

- Honesty, patience and motivation are core values of the iCarol team
- A passionate belief in the mission of help lines and respect for their callers
- A high degree of responsiveness to client requests and issues
- At least 2 years of experience working at a help line, preferably both on the phones and in an administrative role
- Bachelor's degree preferred
- Strong proficiency using computers and the web
- Due to the nature of the work our clients do, our policies require you to sign a confidentiality agreement and pass a basic criminal background check

Travel and Location

You can be based anywhere that you have phone and high-speed internet access, as long as that location is completely quiet and professional during normal business hours. If you don't have access to such a place, we can discuss arrangements to provide you with a small office in your area.

This position would be as a full-time employee working for CharityLogic during regular business hours. It includes 3 weeks of paid vacation per calendar year plus all statutory holidays in your home country. Starting annual salary would be around \$45k annually (negotiable based on applicant's credentials) plus an annual bonus based on personal performance and company profitability. We will supply you with the tools you need for your work: laptop, internet connection, phone service, etc.