

Customer Success Specialist at MarketBeat (Half-Time, Remote)

Job Summary

MarketBeat is looking for a detail-oriented, self-motivated, technology-savvy individual to join its customer success team. MarketBeat's customer success team is responsible for answering in-bound support messages via email and periodically via phone. Additional duties may include content review, data entry, and other administrative tasks. The customer support specialist works closely with other support team members (Maureen Ohm and Wendy Hellenga) and will report to MarketBeat's operations lead (Will Bushee).

Responsibilities

- Respond to in-bound customer support messages via email, phone, and Facebook. This represents the majority of the work for this position.
- Coordinating schedules with other customer success team members.
- Attend MarketBeat staff meetings (Bi-weekly on Wednesdays at 10:30 AM) via Zoom.
- Data entry
- Business errands and other administrative tasks
- Other duties as assigned

Qualifications, Skills and Requirements

- Must have excellent written and verbal communication skills.
- Must have a strong attention to detail.
- Must be a good self-manager and be able to complete work independently.
- Must be available to work every 3rd weekend (flexible schedule).
- Must be able to pass a background check.
- Must live within a drivable distance of Sioux Falls, SD.

Benefits

- Work from Home + Flexible Hours
- Vanguard 401(K) with 3% Non-Elective Contribution + 5% Profit Sharing
- Health Insurance Plan (Wellmark) – Company Covers 50% of Individual Cost
- Charitable Giving Matching Program
- Sioux Falls State Theater Membership
- Annual Raises
- 40 Hours Annual PTO
- Paid Federal Holidays

If this position sounds like it was written for you, please send a letter of introduction and a resume to Will Bushee (will@marketbeat.com).