

Building the rent payment network for all and changing the way you pay rent!

We know paying rent by cheque is a huge pain so we simplify the process for both property managers and their tenants through our technology! We are disrupting the status quo of rental payments by making the transaction paperless and rewarding for tenants while creating a seamless process for our property management clients. Paying rent with RentMoola is better through our simple, flexible and secure solution.

Our business and team continue to grow, and as such, we are seeking a Customer Success Specialist to join our diverse, self-motivated, and supportive team.

YOUR ROLE:

As the Customer Success Specialist, your role is key to supporting RentMoola's customers.

You will act as an advisor to our customers, including tenants and property managers, providing them top service through assisting them in effectively engaging with our platform and be dedicated to helping them resolve any issues. You will always have our customers' best interest in mind, acting as their internal advocate to ensure they are set up for success!

This will include:

- Being the direct point of contact for our customers when they need assistance
- Provide customer service over the telephone, email and via chat
- Participate in and support the roll-out of new implementations

You will have a combination of the following:

Education and/or Experience:

- Bachelor's Degree or Certificate from a Post-Secondary Institution
- 1+ years of customer service experience
- Demonstrated experience providing excellent customer service and management
- An exceptional listener and communicator
- Experience with customer service and support software is considered an asset

To Be a Top Candidate:

- Adaptable, enthusiastic about customer service, responsive
- Passionate about technology and client satisfaction
- Curious and inquisitive about the ever-changing world of technology
- Inspirational
- Team player
- Language skills in Spanish and/or French are an asset

Why Work Here?

- Exciting start up atmosphere with room to grow and develop
- Company health benefits
- Open and accountable environment
- 3 weeks' vacation
- Free snacks and monthly team lunch
- Company social events
- Deals and discounts from some of your favourite brands through our MoolaPerks program

INTERESTED?

We are interviewing soon - please send through your resume ASAP.