



<b>Job title</b>	<b><i>Customer Support Specialist</i></b>
<b>Reports to</b>	<i>Service Operations Manager</i>
<b>Location</b>	<i>Toronto, Ontario</i>

## Job Description

Reporting to the Service Operations Manager, as a Customer Support Specialist, you're part of a Client Services team that is focused on making our clients successful and happy when using our platform. You will take on a breadth of customer-facing responsibilities and serve as a key liaison between Newton and its customers in the financial software industry. Your importance to our mission, and direct contribution to our continued success cannot be under spoken.

You're the first point of contact for our clients when they need help or have questions. You'll communicate with a diversity of finance professionals consisting of mortgage brokers, sales people, office administrators, and everyone in between. You will be in contact with users from across the country – ensuring their product experience is phenomenal. You'll also be working alongside our top-notch sales and engineering teams to socialize our customers' feedback internally, and conquering anything that comes our way.

Additionally, you may be required to facilitate training for our customers, including developing educational material and organizing training sessions. You'll drive the continuous improvement process by relaying clients' suggestions and concerns across the organization. You'll work collaboratively to build exceptional customer support for our customers by monitoring short term and long term metrics. You will find yourself surrounded by exceptional people, from all walks of life, in pursuit of a common goal. The growth you will experience in this role is second to none, as you are stepping into an environment with a firm commitment to professional and personal development.

The position is based in our head office in Toronto, Ontario and requires rotating shifts covering Monday to Sunday.

### **You know how:**

- You're fanatic about customer support, satisfaction, and product adoption + you know how to measure, drive, and quantify these
- You have prior experience in business and customer facing roles related to Customer Success Management, Account Management, Sales, or Customer Support and Training
- You have experience managing customer feedback + working cohesively with Engineering and Product teams to prioritize bugs, client issues, and product improvements
- You have a friendly and professional demeanour, enjoy communicating with people all day, and can easily develop a positive rapport
- You can think quickly on your feet and problem solve independently
- You have a sense of humour and your patience is in no short supply
- You have exceptional communication skills, both verbal and written
- You have the ability to multi-task and juggle multiple priorities at once

- You excel at Excel

**It's a bonus if:**

- You have direct support experience in banking/finance or a SaaS startup
- You're familiar with a variety of web-based support desk platforms such as JIRA, etc
- You're experienced in database query languages, SDLC, etc.
- You have an understanding of the institutional finance space and maybe even a little bit of software and product development
- You're insanely driven and are committed to success
- You're bilingual in French

**You can expect:**

- To be included, encouraged, engaged, heard, and recognized for your effort
- To make a constant and direct impact on: our platform, our processes, our users, and our team
- To always be clear on where the company is headed and how it's going to get there
- To hustle and work hard doing things that you love, while knowing that Newton is full of fun-loving people who also know when and how to recharge
- The truth in everything you read in this posting and on our website; because we do what we say we do

Newton's complete range of products of services are designed to automate the entire mortgage approval, underwriting and funding process by providing instant visibility into the entire business. By integrating all processes into simple to use systems, our aim is to free up time for whatever else our customers might choose to do.

Contributing to the growth of a game-changing product gets our team fired up! At Newton, we take ownership of our projects and work together to foster a fun and transparent environment. Our days are spent thinking through complex scenarios and tackling major challenges using innovative technology. We're agile in our process and responsive to the market, seeking to fundamentally improve an institutional industry. We are a team of experts, joined by outstanding partners, on a quest to build a superior product and a top-notch company. With our HQ in the heart of Toronto and growing office in Vancouver, we work, play, and win as a team. We enjoy spending time with one another and celebrate our accomplishments together.

If you see an opportunity for yourself with us, apply now to continue the conversation and learn more about how you can become part of Newton.

**How to apply?** Send your CV and resume to [itcareers@newton.ca](mailto:itcareers@newton.ca)

**We value a diverse workforce and invite all interested and qualified applicants to apply. We thank all applicants for their interest.**

**Please be advised only candidates selected for an interview will be contacted.**