

Customer Success Assistant Job Description

Argument-Driven Inquiry is a rapidly growing company focused on promoting rigorous and equitable instruction for all students. Our mission is to help teachers learn how to teach subjects such as science, math, and engineering in new ways. We offer professional learning experiences for educators all across the nation, STEM Camps for students in grades 3 -8, hands-on instructional materials, and our investigations can be found in our new ADI Learning Hub, a browser-based application that allows students to complete ADI investigations in a single platform regardless of whether they are learning from home, in class, or with a hybrid model.

What we're looking for

ADI is looking to add additional team members who share our core values and are interested in being a part of something that has never been done before in education. We are looking for an enthusiastic, customer-focused **Customer Success Assistant** to join our close-knit, goals-driven, and highly collaborative company. We are looking for someone to undertake a variety of customer-service-focused tasks to support districts, teachers, and students.

Time Commitment

Full-time

Location

Austin, TX (**in office, not negotiable**)

Benefits

- Health Insurance Reimbursement Plan
- Paid Time Off
- Paid Holidays
- Professional Learning Reimbursement

Responsibilities

- Maintain a detailed understanding of products and services and assist customers with questions
- Assist customers as needed with setting up and navigating programs or software associated with a product or service
- Respond and resolve customer queries and complaints in a timely and accurate way, via phone, email, online meetings, or chat and keep detailed records
- Follow up with customers to ensure issues are resolved
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Continually identify work-process improvement
- Perform clerical and administrative duties as needed
- Assist in creating support videos and other informational tools (such as responses to frequently asked questions) about ADI online resources for the Knowledge Base.
- Enroll customers in online platforms (such as the ADI Learning Hub)

- Responding to customer needs through the chat-based support tool for teachers in the ADI Learning Hub

Requirements

- High School Diploma
- Excellent communication and problem-solving skills
- Ability to provide exceptional customer service
- Positive, flexible, and friendly
- Proficient with Microsoft Office (including Word, Excel, PowerPoint)
- Excellent oral and written communication skills
- Professional appearance and attitude at all times.
- Patience when handling tough cases
- Ability to stay organized and prioritize tasks
- Knowledge of customer service practices
- Technical aptitude and ability to learn software programs