Customer Success Role

Location: San Francisco, CA
Schedule: PT/FT no weekend hours

Job Description
Your role is to ensure that both our buyers and sellers have success in using our platform – to successfully help them buy and sell cars. You’ll learn what it takes to build a successful technology startup.

Requirements
- Interest in STARTUPS and CARS
- Ability to work well with people. You are a patient, understanding person, willing to field questions about our product while maintaining composure in any tough situations
- Savvy and smart. We expect you to constantly be thinking about how we can improve our process.
- A driver's license and a clean driving record
- A keen eye for detail
- Organized, trustworthy, likeable, well-spoken over the phone
- Strong interpersonal skills

Company Description
At Shift (www.shiftcars.com, still in stealth mode), we are excited to be building a company that treats our users as we’d want to be treated. This is a $1 Trillion market that has not yet benefitted from the dramatic change in commerce brought about by the internet. Our goal is to turn what is universally regarded as a burdensome life event into a delightful experience, and to bring trust, convenience, and simplicity to the pre-owned car market. We're still somewhat in stealth mode so we can't tell you everything we're doing before we talk to you, but if you're interested to learn more, please apply!

Why are we doing this you ask? Well, if you've ever tried to buy or sell a used car, you know how broken of a process it is. Dealership take large cuts in the deal and both buyers and sellers end up with prices they're ultimately unsatisfied with. We're here to shift that.

We pride ourselves on having a lean, collaborative culture; we like what we do and word hard, we laugh a lot and give each other high-fives; we strive to ensure a healthy, fun, and respectful culture that supports all of our team members.

Shift's founder, George Arison, co-founded Taxi Magic (an application used by millions every year) in 2007, in the very early days of mobile computing. In 2010, he joined Google, where he most recently was the lead Product Manager on Google Helpouts

Contact
For inquiries please contact julia.averbuck@hireart.com

Apply at the following Job link: