



## **Job Description: JUNIOR CUSTOMER SUCCESS REPRESENTATIVE**

Find something you love and make it your job. Here's an opportunity to blend your love of sports, healthcare, and tech with the potential to change lives.

In this role, you will be a teacher, a coach, a supporting hand, and a champion of concussion management best practices and procedures. You will work in a support capacity to medical staff (e.g. ATs, MDs, Safety Persons) at our partnered teams, and also prepare for meetings with team administrators (e.g. Athletic Directors, GMs, Operations) to ensure appropriate and effective use of our software throughout their sports seasons. You will also develop content to help coach these staff and their stakeholders (e.g. Parents, Coaches, Players) on the importance of proactively improving concussion care.

### **Key Responsibilities:**

- Facilitate the education of HeadCheck to our customers (sports teams/leagues) to grow trust and enthusiasm for our product experience.
- Coordinate the delivery of web-based software training.
- Coordinate and recruit contractors to deploy services to customers.
- Assess team and league progress and identify opportunities for further improvements in player safety.
- Connect with customers on a regular basis to help them stay on track (online and by email/phone).
- Act as an expert resource for customers – keep your teams up to date on concussion best practices.
- Respond to customer inquiries and provide advice for use.
- Support your fellow Customer Success team in completing activities.
- Other roles & responsibilities as required by the business.

### **Skills, Passions, and Competencies:**

- Empathy, integrity and good communication are at the foundation for this role. You'll be communicating to customers via phone, email and in-person and so these skills need to come to you naturally.
- You'll also need to be organized and know your way around a schedule with your eyes closed, but flexible and solution-oriented so you can embrace and thrive in last minute changes and unknown situations.
- Experience working in the sports industry will help you anticipate and exceed the needs of our clients.
- You are committed to excellence and value integrity.
- Attention to detail.
- Your leadership and teamwork orientation make you an excellent candidate for future growth opportunities. We are on a huge growth trajectory and think this role could grow into something greater.
- This role serves English and French speaking customers so bilingual skills are an asset.

### **About HeadCheck Health:**

HeadCheck Health is a Vancouver-based company that aims to improve identification and management of concussions at all levels of sport. Poor compliance to concussion best practices and policies lead to the mismanagement of millions of athletes annually. We launched our software in 2016 to address this issue and to help organizations create a safer playing environment for their players by using our suite of tools that allow active execution and oversight of their concussion policy. Our partners are throughout North America and across a wide variety of sports.