



LASSO Job Description

Company: LASSO

Team: Customer Success

Role: Support Specialist

Location: Remote (Pacific Standard Time preferred; excluding California)

About LASSO

LASSO is the all-in-one platform where event companies work. We provide project management, inventory management, and workforce management software that helps event companies with:

- Growing revenue
- Streamlining operations
- Controlling costs
- Minimizing risk
- Real-time insights
- Attracting AV talent
- Producing events

Our mission is to inspire change for forward-thinking companies in the event and entertainment industry by bringing transformative solutions to the people that make exceptional performances happen.

Our customers produce events like the Super Bowl, The Oscars, The Grammys, NFL/MLB, Dreamforce, CMA's, etc.

LASSO is proud to have been named a Best & Brightest Company to Work for the last five years (2018-2022) and one of Inc. 5000's fastest growing companies in 2022 (#1155, overall and #146 in technology).

About the Role

We realllllly value our customers. We also really value the team members that ensure the ongoing success of our customer relationships. If it weren't for those people, then our business would not exist. That is why we are adding a Support Specialist to our growing team.

At LASSO, our Support Specialists assist our customers, partners, and technicians with software questions, concerns, and challenges. They work to deliver timely, accurate and professional support using primarily ticket-based email support, but also Zoom call walkthroughs and occasional phone support. They help our customers on a variety of topics,

such as: LASSO platform configuration, “how to” FAQs, and recommended best practices. They troubleshoot and partner with our technical team to resolve product issues. Additionally, the Support Specialist assists in creating and revising customer facing content to improve the overall customer experience with LASSO.

The ideal candidate is personable, patient, customer-focused and tech-minded. They have a positive attitude, are eager to learn and love problem solving.

Responsibilities

- Acquire, maintain, and demonstrate a comprehensive knowledge of the LASSO platform so that you can educate customers on common functionality and troubleshoot system errors.
- Leverage our ticketing platform, Zoom calls, and occasional phone calls to respond and resolve all client facing tickets.
- Build rapport with customers and crew members by providing clear, comprehensive, accurate, friendly, and timely resolution to their inquiries. Consistently exceed customer expectations.
- Escalate and remediate critical customer issues across cross-functional teams. Partner with the Support Team Lead and our Technical teams to resolve issues that require higher level technical support.
- Provide the product team and CS leadership with customer feedback related to new releases, customer pain-points and product ideas.
- Develop, update, and maintain customer facing knowledge base content.
- Help refine and build internal process documentation.

What Will Make You Successful

→ Essential qualifications

- 1+ years customer service experience in a fast-paced environment.
- Must reside in a Pacific Time Zone state and work the hours of 8:00 AM – 5:00 PM PST Monday through Friday.
- Native English speaker with excellent verbal and written communication skills.
- Detail oriented with strong organization and time management skills. Able to multitask effectively.
- Minimum internet speeds of 35 mbps for download and 15 mbps for uploads.
- Must be willing to install the LASSO app on your personal cell phone, test and demonstrate the app when needed using your personal device.
- Must be willing to use your personal phone to connect with customers when unable to resolve issues via our ticketing system or Zoom call. (~1 phone call per month.)

→ Preferred qualifications:

- Technical Support experience at a vertical SaaS company.

- Familiarity with ticket, knowledge management and reporting tools such as HubSpot, JIRA, Intercom, FullStory, and QuickSight.

→ **Mindset:**

- Natural curiosity and aptitude for learning new technologies.
- Thrives in a fast-paced environment. Embraces change and a quickly evolving product.
- Genuine desire to help - service oriented with a high level of patience and empathy.
- Self Starter: ability to work independently to troubleshoot and resolve tickets utilizing the resources provided to you. Comfortable building processes and documentation from ambiguity.
- Resourceful: collaborates with others and builds off existing knowledge to troubleshoot, overcome obstacles and deliver results.
- Personable: builds rapport and relationships quickly with customers and internal teams.

We look for individuals that align to our core values: Believe the Best, Act with Purpose, Champion Success, Think Like an Owner, Be a Trailblazer, Saddle up.

Benefits

- + Hybrid work environment
- + Competitive salary
- + Health, Dental, Vision, STD/LTD coverage, starting Day 1
- + 401k match
- + Educational Assistance
- + Professional Development stipend
- + Flexible PTO
- + Technology tools to do your best work
- + Awesome co-workers

Come join us and apply now!

<https://forms.monday.com/forms/9abf67e5b155c48acf59113011617ff6?r=use1>

*Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of you. Duties, responsibilities, and activities may change, or new ones may be assigned, at any time.