



Client Support Specialist

DEPARTMENT:	Client Services
REPORTING TO:	Chief Experience Officer
JOB TYPE:	Full-time or Part-time employee
LOCATION:	Remote, Monthly team syncs in SLC
COMPENSATION:	Depending on experience
BENEFITS:	Health, vision, and dental insurance, 401(k), holiday, vacation, and sick leave

THE MISSION

As a Support Specialist, you serve as the trusted technical partner for organizations driving change in our communities. You build long-term trust in Samaritan's platform by owning the end-to-end support experience—combining sharp technical troubleshooting, clear communication, and empathetic problem-solving to deliver fast, reliable solutions for every partner.

IDEAL CANDIDATE PROFILE

- Empathetic Troubleshooter: Patient, active listener with high EQ who de-escalates user frustration and meets clients at their technical comfort level.
- Methodical Detective: Curious and detail-oriented investigator who digs into edge cases, isolates root causes, and documents clean bug reports for engineering.

CORE RESPONSIBILITIES

- Queue Triage & Ownership: Monitor support queues, classify incoming issues (bugs, configuration, training, feature requests), assign to teams, and proactively update clients.
- Root-Cause Analysis: Reproduce software anomalies, distinguish user error from system defects, and draft actionable reproduction steps for developers.
- Client Guidance: Provide clear, step-by-step guidance tailored to each client's technical skill level while promoting software best practices.
- Escalation & Follow-Through: Mobilize internal resources for critical blockers, manage client expectations, and verify full issue resolution.

THE CROSS-FUNCTIONAL HUB

- Product & Development: Partner with engineers by providing clear bugs, system logs, and user feedback.
- Client Success & Implementation: Identify recurring user confusion and configuration trends to help refine onboarding materials and training.
- Security & Compliance: Maintain platform integrity by adhering to strict data hygiene, client confidentiality, and security policies.

SKILLS AND COMPETENCIES

- Customer Service Experience: 2+ years of experience in a customer-facing role, with a proven track record of maintaining high satisfaction metrics
- Technical Troubleshooting: SaaS helpdesk/support experience diagnosing complex system behaviors and workflows.
- Communication & EQ: Exceptional written/verbal communication; adaptable and calm under pressure.
- Tech Stack: Hands-on experience with (JIRA, HubSpot) and productivity suites (Google Workspace).
- Details & Process: High attention to detail and structured problem-solving. Familiarity with Agile/Lean principles is a plus.
- Education: Bachelor's degree or equivalent practical experience.

Employment is contingent upon a clean background check and drug test.

Samaritan is a small **software** firm located in Salt Lake City, Utah. We provide customized **volunteer** management solutions to a wide variety of clients in the government, non-profit, and corporate sectors. Samaritan is an equal opportunity employer.

