



CUSTOMER SUCCESS & IMPLEMENTATION REPRESENTATIVE



Too often, oil and gas field operations teams are tasked to do the impossible: maximize production, keep costs low and ensure impeccable compliance all while the data and communication coming at them can be overwhelming. We provide a software platform that synthesizes data, and draws on human intuition, to equip operations teams to perform at their best. With EZ Ops, operations teams can generate the cleanest most profitable hydrocarbons in the world.

We are looking for a Customer Success & Implementation Specialist with experience in oil and gas software to join our service team and work directly with customers for training, onboarding and support.

If you respect how tough working in the oilfield can be and want to contribute to a responsible, sustainable and competitive O&G industry then this role could be a great fit. Our rapidly-growing EZ Ops team has a bold vision, a product we stand behind, and a culture of innovation and accountability - all of which has earned us a reputation for great service and 100% adoption in the field.

JOB DESCRIPTION

TITLE: CUSTOMER SUCCESS & IMPLEMENTATION REPRESENTATIVE

REPORTS TO: DIRECTOR OF CUSTOMER SUCCESS

LOCATION: EDMONTON, AB

JOB SUMMARY: Reporting to the Director of Customer Success, the Customer Success & Implementation Representative plays a key role in our customers' experience. The role is responsible for helping to onboard oil and gas field operations teams and managers, teaching customers how to best configure their software account to operate efficiently, and providing front line technical support. This role also provides valuable feedback to our product development team on required modifications or new features and supports as needed on testing. The Customer Success & Implementation Representative requires a passion for excellent customer service, a curious nature, and a can-do problem-solving attitude.

DUTIES AND RESPONSIBILITIES

- Demonstrate strong knowledge of EZ Ops software and typical customer use cases.
- Consult and provide support to resolve issues for all users of the application via phone and email.
- Carry out strong active listening and problem solving skills. Convey empathy, and easily build new relationships in a friendly, approachable, helpful manner.
- Communicate effectively with all types of customers (technical, field teams, executives). Speak clearly to be understood. Clarify and confirm understanding.
- Collaborate with other internal team members to solve problems and escalate where necessary.
- Conduct EZ Ops product demonstrations in-person, online, and through lunch-and-learns for small and large groups. The demos may be part of the sales process or part of ongoing education or onboarding.
- Configure EZ Ops software including setting up users, and gathering field data.
- Train field teams how to use EZ Ops. This is typically done on site in the field, or via web solutions. Some travel is required.
- Identify key topics where new training material is required. Support on building.
- Assist with testing of new product features.

Learn more about us at
www.ezops.ca





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QUALIFICATIONS

- 1-3 years experience in oil and gas production software as a customer service representative, user, service provider or developer.
- Basic knowledge of the oil and gas upstream industry.
- Customer-focused - you are personally motivated to have a positive impact on customer experiences to contribute to business success.
- Can-do attitude - you continue to perform at your best when the pressure is on.
- Agile and adaptable - you are comfortable performing various roles and adapting to the unexpected in a technology startup.
- Fluency in English - oral and written.
- Valid driver's license.

TECHNOLOGIES USED

- Hubspot CRM
- EZ Ops - Field operations management platform
- Jira
- MS Office 365
- Google Suite

HOW TO APPLY

We believe that diverse perspectives produce and promote innovation and business success. We welcome exceptional people with an entrepreneurial spirit to join our innovative, fast-paced, rapidly growing company. Our corporate diversity encompasses differences in ethnicity, gender identity or expression, language, age, sexual orientation, religion, socio-economic status, physical and mental ability and education.

**WANT TO JOIN US? SEND YOUR COVER LETTER AND RESUME TO
APPLY@EZOPS.CA**

