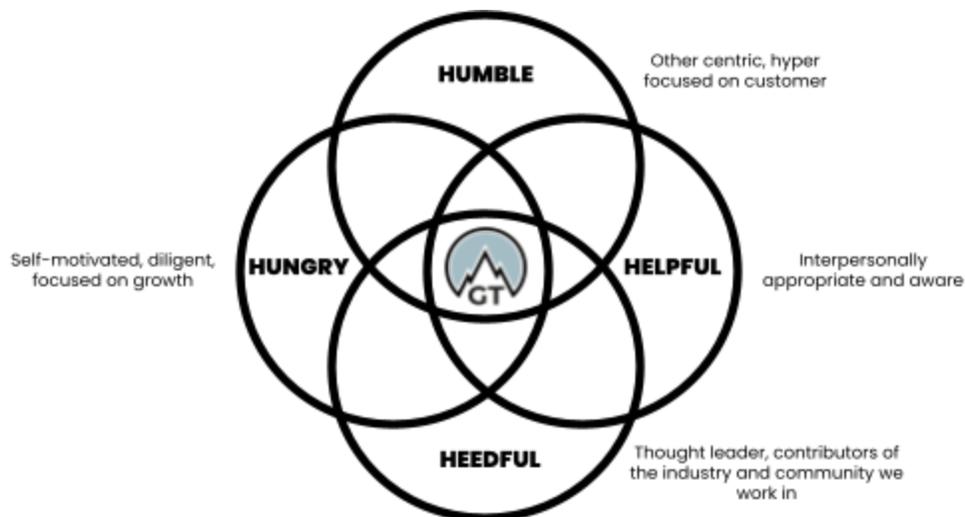


Client Delivery Champion

Overview of Galatea

Galatea Technologies (Galatea) exists to bring intelligent solutions to old industries to ensure a sustainable future. We develop intelligent systems that help our clients find balance in antiquated commodity marketplaces. Initially focusing on the oil & gas industry we equip businesses with the data and tools necessary to maximize operational, financial and environmental performance. Galatea enables users to find the optimal combination of receiving facility, transportation providers and offers insights that lower OPEX, quantify GHG emissions, and provide cradle to grave regulatory compliance.

Full stop. We only hire people who believe in our four core values, everything we do adheres to these core values. We are absolutely unwilling to compromise, if you don't have 100% conviction that you would passionately describe yourself with the characteristics below it's not going to be your dream job. And at Galatea, we only do dream jobs.



Overview of the role

Our priority **1** at GT is to serve our client and that's what this role is all about. We're looking to hire someone who is obsessed with going above and beyond to make our clients the main character in the story. We've seen so many other software and service companies lose this obsession and we're unwilling to compromise.

This role is all about supporting new and existing clients through onboarding, training, day to day use, reviewing results, providing support and upselling to more advanced solutions. As this role is so central to our success we're looking for a person that's hyper focused on the details, willing to come to the table with out of the box ideas, contribute to processes and procedures that are repeatable and scalable, and most importantly someone everyone loves.

What does success look like?

We've built this company by being obsessed with our clients and we have testimonials to prove it. We're looking for someone who shares that obsession and can help us take it to the next level. Success in this role will be found by someone who is subservient, curious about how to maximize the value of our app, an excellent communicator and a real team player as you will be the internal champion for the clients when interfacing with our other internal teams.

30 / 60 / 90 day Objectives & Key Results

30 Day

Objective : Learn our systems, and tools.

Key Result : Be comfortable working within our existing process.

60 Day

Objective : Understand the problem we solve and how our application adds value.

Key Result : Be able to have a conversation with a client on how they use our app and make suggestions about how they can unlock more value.

90 Day

Objective : The clients love you!

Key Result : Be comfortable with our clients and start to create plans and strategies on how you can make them the rockstar!

Compensation

We realize that we're asking a lot out of someone but we think the right person won't only succeed, we really think this can be someone's dream job! We offer a competitive compensation package that includes a base salary, benefits, an opportunity to participate in an employee share option program and a work environment that encourages collaboration, creativity and growth.

We also believe in doing things differently and have given our employees the ability to work flexibly whenever, wherever. We leverage tools like Slack and Google Meet to be there to support each other no matter the physical location. We also have an office in downtown Calgary to call home.

Galatea Tools

We want to give you an idea of the tools we use to drive our success. Don't sweat the gaps, all these tools can be trained.

- HubSpot CRM
- Notion for project management
- Slack for communication
- Google Suite (Gmail, Drive, Docs, Sheets)
- PowerBI for reporting
- Cartofact for oil & gas data
- Java on Vaadin, Jenkins, Digital Ocean

Requirements

1. Someone who is very self motivated and is concerned less about job title and role and more about doing whatever it takes to move the company forward.
2. Someone who has worked in customer service or understands those subtle things that make exceptional customer service so important.
3. Someone who pays attention to the details by taking care of all our clients' needs even when they didn't realize they needed it.
4. Curiosity, you will need to have your clients best interests at heart and push for new features that will add more value.

Interview Questions

1. Why do you want to work at Galatea?
2. What does customer service look like to you?
3. Tell us about your favorite customer service experience?
4. Tell us about a creative product change or process change you've had?
5. Bonus Points: Find someone on our Team/Board and have them give you a glowing reference.

Interested?

Please respond to the questions above in an email with the subject line: "Client Delivery Champion" to hire@galateatech.com. Don't forget to attach your resume or include the link to your LinkedIn profile.