

# About - iCompass

We are a Cloud based SaaS company focused on the North American local government market sector.

*Our purpose – “Changing people’s lives for the better by strengthening open and efficient government.”*

iCompass provides services for medium to small sized local governments that remove non-value adding activities for mission critical staff.

Our core offering, CivicWeb is a local government management tool that manages the activities and decisions required to deliver services to the public. In addition to providing Agendas, Minutes and Records, we supply solutions for Local Government Efficiency.

iCompass also hosts ClerkOn and LeadOn, the largest thought leadership ‘clerk’ and ‘local government leader’ communities in the world.

*Our Brand Promise – “Trusted, Easy & Recommended by Clerks”*

## About the Customer Success Team

The CS team currently contains 8 members, with 6 based in Kamloops, both in office and from home, with 2 working remotely. The team is also part of the larger Operations team containing a further 6 members.

As a member of the CS team, you will join a group that is enthusiastic about living iCompass’ corporate core values and has a friendly, positive attitude. We have a passion for interacting and helping others, ensuring our customers have an excellent, memorable experience, leading them to purchase more valued iCompass services and to recommend our services and support to friends and colleagues.

# Implementation Specialist Scorecard:

## ***Mission:***

As an Implementation Specialist your mission is to ensure that our customers have a superior experience with iCompass every time they interact with our CivicWeb suite of services and especially during the setup and implementation period immediately following the sale. Your role is completely focused on meeting the needs of medium to small local government staff members (City Clerks and Managers), elected officials (Mayors, Councillors), and their public constituents by utilizing a proven project planning approach and managing the implementations within the required timeline.

## ***Outcomes:***

1. Through job shadowing, learning resource materials and testing during the first month of employment, develop a sound understanding of departmental processes and policies as well as a sound understanding of the product suite offered
2. Achieve a personal and contribute to a team quarterly 'Projects Closed on Initial Date' target for completion of phased implementation projects, with a current goal of 80%
3. Attain a personal quarterly target of 'Total Projects Closed', with a current goal of 70% of early quarter estimation
4. Contribute to achieving the team quarterly 'Cases per Customer per Week' targets for cases received through calls and emails, with a current goal of reducing this target by 5% annually
5. Making customers and their needs a primary focus; by developing and sustaining productive customer relationships that exceed their expectations users will become a part of our ClerkOn or LeadOn communities that compels them to tell their friends about us
6. Completion of 100% of allocated Quality Assurance testing of our services
7. Receive CXi scores of 4s and 5s from customers who have gone through your implementations, who become strong advocates of our people, processes and services

## ***Role based competencies:***

- Customer Focus
- Change Management
- Organization/Planning
- Excellent customer service
- Resourcefulness
- Professional
- Analysis Skills
- Communications - Oral
- Ambition
- Assertiveness
- Stress Management
- Energy

**Technical Skills:**

- Knowledge of web-based technologies and experience training using online tools
- Demonstrated skill in using customer support case management tools, preferably Salesforce Service Cloud
- G Suite experience – Gmail, Drive, Docs, Sheets etc
- Microsoft Office Suite experience – Word, Outlook, Excel, PowerPoint
- Experience working with HTML, XML, CSS and web technology
- Use of community based software, preferably Inluitive and Sococo is beneficial

**Cultural fit - iCompass Core Values:**

- Trust One Another
  - We are honest and reliable, we treat everyone with respect, we are open to criticism, we are accountable for our actions, and we act with integrity at all times.
- Team work
  - We hire the right people for the right roles, we are aligned and focused on the right priorities, and we are dedicated to doing whatever it takes to get the job done.
- Getting things Done
  - We work collaboratively, we develop and maintain productive relationships, and we readily share our experience, resources and opportunities
- Act Passionately
  - We are proud of our work, we delight in providing unequalled customer service and we have fun in the process.
- Improve Everything
  - We are comfortable taking risks, we love learning new things, and we embrace best practices to sharpen and improve everything we do

**Qualifications:**

- A university degree or equivalent post-secondary education designation an asset
- Project management experience or related post-secondary education an asset

**Notes:**

- Communication, Presentation & Training skills
- Able to work effectively remotely and with a distributed team
- Experience with administrative and legislative processes an asset
- Must be legally able to work in Canada
- Occasional travel for professional development, customer user workshops or corporate activities in Kamloops head office
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