



neighbourly  
north

*Do you have a customer-obsessed mindset? Are you results-oriented and driven to deliver exceptional customer experiences?  
Do you want to build connection with thousands of travellers to Northern Canada?  
We are looking for a Customer Success Associate to join our growing team!*

### **About The Role**

As a Customer Success Associate, you will be our front line for developing customer relationships that promote retention and loyalty. You will shape the customer journey from first contact and booking, ensuring success throughout the entire stay, to post-stay promotion and evangelism for our brand.

The foundation of this job is to work closely with customers to ensure they are satisfied with the services they receive and to improve upon areas of dissatisfaction. We believe that customer success can extend far past this foundation when done well, resulting in curated, personalized, and meaningful service that creates deep value and brand loyalty.

You will excel in this role by accomplishing this and embodying Neighbourly North's core customer service values.

**Connection:** We get to know our customers well, and form closeness with them on a truly personal level

**Community:** We act as a local guide for our customers, enabling them to live like a local and integrate with our community

The ideal candidate will demonstrate the following:

- A friendly, social, calm, and confident personality
- Interest in entrepreneurship and startups
- Effective communication, interpersonal and problem-solving skills
- 2+ years experience in office administration or customer service
- Competency with Microsoft Office Suite, Slack, and multiple lodging software programs
- Passion for meaningful travel, and promoting Northern Canada as a premier travel destination

### **About Neighbourly North**

Neighbourly North is building the future of the lodging industry North of 60°. We are entering our 3<sup>rd</sup> year of building a managed marketplace for furnished rental properties, with the goal of crafting inspiring travel experiences for hundreds of guests to Yukon and NWT each month. We pride ourselves as a local alternative to Airbnb and VRBO, and stand by our principles of building Consistency, Connection and Community in every interaction. Our passion for this business lies in our pride as Northern Canadians and having the privilege of not only calling this place our home but getting to show it off to the world every day.

Neighbourly North's platform is built for the future of consumer traveler needs by combining our marketplace with value-add services like professional housekeeping, 24/7 customer service, and community-led brand values, in a digital-first format powered by technology.

To attract the very best individuals, we offer competitive wages, remote work, flexible shifts, on-call compensation, benefits, paid vacation, annual travel bonuses, and a young, fun work environment.

### **Application**

Please send your application to [ben@neighbourlynorth.com](mailto:ben@neighbourlynorth.com) including your CV and a statement of interest.