Arryved

CUSTOMER SUPPORT SPECIALIST

About Us

Arryved Inc. is a Boulder-based company specializing in Point-of-Service for craft breweries, restaurants and other craft destinations. We operate in hundreds of establishments across the country, with many of the top craft establishments using our platform. You've probably seen our system in use at craft destinations nationwide—or maybe you've used the Arryved mobile app yourself. At our core we use software to build excellent customer experiences on both sides of the counter, from being the central hub of the restaurant/taproom and back-of-house, to online sales and mobile guest experiences. We believe that nothing is worth doing unless it aligns with your customer experience and is done right, no matter the cost.

About You

Have a passion for the brewery industry and the technical "know how" to help our customers succeed? Have experience working in a taproom or restaurant and found yourself the "go to" team member for POS or systems issues? Have experience providing technical support but ready to try a new exciting industry? If you said yes to any of these questions, keep reading.

We want someone as passionate about service as we are, and equally as passionate about ensuring we're building a product that our customers are excited about. We are looking to hire a **Customer Support Specialist.**

Must Haves

- Comfortable learning new tools and technology
- Can communicate clearly and precisely, both verbally and in writing
- Determination to investigate and solve hard problems
- Self-driven, can operate independently, and respond to unexpected situations with confidence
- Strong critical thinking skills
- Able to manage multiple competing priorities
- Develop and maintain outstanding customer relationships
- Adaptable and creative
- Ability to work "on call" and odd hours, including evenings and weekends

Expectations

- On-call responsiveness to support inquiries, both virtually and in-person
- Managing, maintaining, and troubleshooting hardware and software across sites
- Setting up and installing hardware
- Inputting data for client sites
- New customer launch support
- Public speaking skills / leading training sessions

- Managing multiple projects simultaneously
- Researching alternative solutions for problems as they appear
- Creating templates to make communication more efficient
- Communicating technical details to users in layman's terms
- Constantly seeking to improve
- Able to travel <10%
- Able to embrace new responsibilities

Optional Nice to Have (will train)

- Experience with Android OS
- Experience with Apple OS
- Experience with Google Apps
- Experience with various Point of Sales
- Experience in a taproom/restaurant setting
- Experience with HTML/CSS

Details

- Headquarters in Boulder CO. Note: *This is not a remote position, we are looking for candidates in the Boulder/Denver area.*
- You will be expected to participate in virtual team meetings daily and occasionally in person.
- Salary is $55,000 - $60,000 DOE
- Benefits Include Healthcare, Dental, Vision, 401k, PTO, Parental leave, Disability & Basic Life, Volunteer Day and 12 paid holidays

Please submit your resume here.

Arryved is a family-friendly workplace dedicated to fostering a diverse, inclusive, and respectful environment for all employees. We prohibit unlawful discrimination against applicants and employees on the basis of race, color, religion, gender, gender identity, national origin, age, disability, socio-economic status, sexual orientation, genetic information, or any other status protected by applicable federal, state, or local law.