



Role: Customer Success Specialist

Viva is a fast-growing, direct-to-consumer fresh pet food company that makes choosing high quality, healthy options for your pet easy. Our food is made with 100% human-grade ingredients in our USDA kitchens—because we believe your fur-child doesn't deserve any less.

Bootstrapped from Day 1, Viva has grown to serve thousands & thousands of pets across the country, one meal at a time shipped frozen direct-to-door.

At Viva, we don't make compromises because your pets don't deserve any less—and that's why we're building a team that **MUST** be fanatical, obsessed, and determined to provide the absolute best nutrition for our fur family.

Summary:

We're looking for a **full-time (40 hrs / week), remote Customer Success Specialist** who is first and foremost, dedicated to providing our customers & their pets the best feeding experience possible. We don't care about your experience nearly as much as we do about your attitude. Bonus points if you not only love pets, but also health & nutrition & want to be a part of something bigger!

What you'll do day-to-day:

- Receive the absolute most adorable pictures of customers' cats & dogs (not kidding)
- Respond to emails, live chats & phone calls, DMs—you'll be the front-line for all product & order questions
- Guide & educate our customers on benefits of a fresh diet & how to get started
- Streamline & find new efficiencies within our customer service processes—you'll soon be the expert in this area so we'll rely on you to create new templates, workflows, etc.

We're looking for someone who has:

- Passion for pets, nutrition, and our customers!

- Excellent verbal & written skills, both when communicating with customers & with the Viva team
- Highly organized and strong attention to detail
- Ability to remain professional & empathetic during difficult customer conversations
- Strong operational, problem-solving & team-working skills, including a proactive approach to process improvement
- Ability to quickly learn & navigate software systems (Shopify, helpdesk platforms, order management systems)

Strongly preferred:

- Ability to work weekend hours
- Experience in other customer service-related roles
- Experience working with pets or in the pet industry
- Experience working amongst a small team
- Already feeding raw / fresh food & is passionate about all things nutrition

Additional perks:

- Free food for your pets! (up to \$550/mo) subject to location availability (U.S. only – exclusions for AK & HI)
- Fully remote position
- Join a tight knit team at a fast-moving company with plenty of room for growth & development

How to apply:

- Please submit your application [here](#)
- Applications will be evaluated on a rolling basis