

# Support Advisor (Remote, New Zealand)

## About the role

Our team will reviewing applications on a first-come basis and will provide an update on your application (no matter the outcome) within **two weeks** of your application being submitted. This posting will remain open until we've received enough applications to fulfill our available openings. Please note that we are currently accepting applications for start dates in January 2021.

Kia Ora! We are so excited that you are reading this and hope that you will decide to apply! Please note that we are looking for applications from applicants who are currently residing **anywhere within New Zealand**.

[Shopify](#) has redefined commerce, raising the standard for how companies of all sizes sell their products and services online and offline. With 1 million merchants in more than 175 different countries and the most innovative platform on the market, we continue to grow rapidly while constantly looking for new ways to impact and disrupt markets. Our support team provides the best business guidance, so merchants have the confidence to grow and develop their business and livelihoods.

As [Support Advisor](#), (otherwise known as a Customer Support Representative) you will play a crucial role in making the above a reality for our merchants every single day. This work is incredibly rewarding and equally challenging. Our merchants have amazing stories filled with highs and lows, frustrations, and triumphs. It is in these moments and many in between that you would make an impact.

This opportunity is so much more than customer service. Using chats, phone calls and emails, you'll be there to listen, teach, problem solve and explore growth opportunities with Shopify merchants. You are a business coach, helping merchants reach their full potential. This is your chance to embed the 'kiwi number 8 wire' mentality into an impactful role on a global scale.

Following 5 weeks of training and mentoring, you will begin responding to our merchants on live channels as part of a small team, who is there to support you. All Support Advisors work a combination of weekdays, weekends and holidays in a full-time capacity. [You will do all of this whilst working from home](#). Shopify is the largest remote work force in New Zealand, and you'll have the backing of a global, people centric tech company that looks after its employees.

Even if you've never held a similar position but you're interested so far and relate to the things we've outlined below, we want to hear from you!

### Responsibilities:

- Adhering to a daily schedule that includes a mix of: Phones, three (3) simultaneous chats, and emails.
- Ensuring merchants have a quick response time by staying on top of your assigned tickets, with same-day ticket review.
- Acting as a business coach and thinking about the merchant's business holistically when offering solutions.
- Completing essential follow-up documentation after each interaction.
- Engaging in human conversations with merchants to identify and resolve issues, and provide coaching/growth opportunities for their businesses.
- Offer needs-based solutions, not pushy sales.
- Advocating for merchants and the Shopify platform by communicating with stakeholders.
- Owning your own development through reflection, reviewing past interactions and preparing to discuss growth opportunities with your lead in regular 1:1 meetings.

### Requirements for the role:

- Available to work full-time (40 hours per week) on a rotating schedule with varying 8-hour shifts starting anytime between 7:00 am - 11:00 am in your local timezone. This means some days your shifts could be as early as 7am-3pm, and as late as 11am-7pm. This includes working weekends and holidays on a rotating basis.
- Live and have legal authorization to work in New Zealand.
- Extensive experience providing exceptional customer service in a contact centre, retail or service environment.
- Have appropriate remote work set-up - such as a quiet space, stable internet connection, and a back-up location in case of issues with the primary location.
- Have access to a wired internet speed of at least 25 Mbps download speed and 10 Mbps upload. You can check your [speed here](#).
- Proven track record of being incredibly resourceful and finding solutions even when there is no clear path.
- Ability to adapt to new processes and work accurately in a fast paced, rapidly changing environment.
- Proficiency with technology paired with excellent typing skills.
- Have strong reading, writing and communication skills.
- Willingness to learn all about entrepreneurship, care deeply about people support and enjoy having genuine human conversations.
- Possess high level of understanding, patience and empathy. Able to navigate more difficult conversations/interactions with professionalism.
- Are committed to continuous growth and learning. You understand that every challenge is an opportunity and you get excited about learning new things.
- Ensure privacy and security practices are followed at all times for both merchants and Shopify.

### Bonus experience:

- A background or interest in business, marketing, retail, or sales.
- Ran or had exposure to running a business or being an entrepreneur.

At Shopify, we are committed to building and fostering an environment where our employees feel included, valued, and heard. Our belief is that a strong commitment to diversity and inclusion enables us to truly make commerce better for everyone. We strongly encourage applications from Indigenous peoples, racialized people, people with disabilities, people from gender and sexually diverse communities and/or people with intersectional identities. Please take a look at our [2019 Sustainability Report](#) to learn more about Shopify's commitments.

Please note that if you haven't heard from us in 3 weeks time we recommend checking your junk folder and whitelisting "Shopify" as, at times, our emails have ended up in junk folders.

Experience comes in many forms, many skills are transferable, and passion goes a long way. If your experience is *this* close to what we're looking for, consider applying. We know that diversity of thought makes for the best problem-solving and creative thinking, which is why we're dedicated to adding new perspectives to the team and encourage everyone to apply.

## Interested, but not ready to apply?

Join the Shopify Talent Community today by [clicking here](#) to learn more about Shopify.

Apply Now

Location [New Zealand](#)

Team [Customer Support](#)

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### Join a world-class team



## Don't see the right role for you?

Sign up to stay updated on future job positions.

1 Team Selected

Customer Support X Clear All

Submit

### AFFILIATE PROGRAM

Love Shopify? Tell the world about it. Anyone with a voice can be a Shopify Affiliate. [Learn More](#)

### SHOPIFY APPS

Help us build the future of commerce. Become a third party app developer. [Learn More](#)

### PARTNER PROGRAM

Partner with Shopify and offer your clients the industry's leading commerce solution. [Learn More](#)

### OPEN A STORE

Start your entrepreneurial journey today. Become a Shopify merchant. [Sign up](#)