



Client Champion

Passion & Impact

At Travefy our mission is to power the success of travel professionals.

Our platform – including trip proposal, itinerary management, and client communication tools – help Travel Advisors, Tour Operators, and other professionals efficiently grow their businesses. We're proud that Travefy powers thousands of travel businesses across the globe and are excited to grow our team with others who have a passion to solve problems and transform the travel industry.

Client Champions at Travefy are an integral part of our commitment to the success of our users and embody our mantra "support is a feature". We seek someone to join our Client Champion team in providing world-class support and training to our users throughout their entire lifecycle.

As a lean team, Client Champions at Travefy are never a cog in the machine and always own their own work streams, with ample opportunities for learning, development and most importantly – impact.

This position is available in Lincoln, NE or Omaha, NE.

Roles & Responsibilities

As a Client Champion you will:

- Provide world-class support to potential and existing customers via email, web-chat, and phone to ensure they have the best possible Travefy experience.
- Lead large group webinars and training sessions as well as personal demos.
- Write FAQs, create videos, or other documentation to help users help themselves when using Travefy. (You find our existing [FAQs](#) here.)
- Collect user feedback, bugs, or other issues to share with the product team.

Ideal Qualities

- High-energy personality with an infectious positive attitude
- You're a great communicator and are able to present visions, concepts and ideas.
- You're empathetic to users and can easily put yourself in their shoes.
- You love people and thrive on interacting with them across mediums.
- You always try to turn challenging customer interactions into positive experiences
- You believe in Travefy's Mission & Values
- *Experience with Intercom or Close.io is a plus!*



Compensation & Benefits

- **\$33K to \$38K salary** commensurate with experience.
- **Healthcare & Dental coverage** for you and your family.
- **401(k) Retirement Plan** with automatic company contribution
- An **Unlimited Vacation Policy** including an **Annual Travel Stipend**
- And more...

Interested?

If this sounds like you, we'd love to hear from you! Send us an email at joinsupport@travefy.com with the position as the subject and please include:

- **Preferred office location**
- **Resume or LinkedIn Profile**
- **Open Ended Questions.**
 - *Why do you want to work at Travefy?*
 - *Sample Email: A user requests a feature that we don't yet support. Compose a reply to that user.*

We'll get to back to you quickly!