

## **Role: Customer Support Representative**

FieldFlō | Full-time | Remote Central/West or Hybrid in Colorado

### **About FieldFlō**

FieldFlō is the management platform purpose-built for specialty subcontractors in construction and field services. We help trade contractors streamline operations, strengthen safety and compliance, and gain real-time project visibility—so they can deliver exceptional work with less friction. Our customers are the heartbeat of everything we do, and we're scaling fast.

### **The Role**

We're looking for a detail-oriented, customer-focused Customer Support Representative to join our growing team. In this role, you'll be the first point of contact for FieldFlō customers—helping them navigate our software, troubleshoot issues, and feel confident using our platform.

You'll play a critical role in delivering an excellent support experience while also partnering closely with our Customer Success team on administrative tasks, onboarding support, and customer education.

### **What You'll Do**

#### **Customer Support & Issue Resolution**

- Serve as the first point of contact for customer inquiries via email/Intercom, phone, and chat.
- Troubleshoot product issues, answer questions, and provide timely, friendly, and effective solutions.
- Ensure customer questions and issues are documented clearly and followed through to resolution.

#### **Knowledge Base & Documentation**

- Contribute to our Help Center articles, FAQs, and training resources to improve customer self-service.
- Own and continuously improve software utilization within our support tools (currently Intercom).
- Identify common issues and gaps in documentation and proactively update resources.

#### **Administrative & CS Team Support**

- Assist the Customer Success team with scheduling, documentation, reporting, and data entry.
- Log customer interactions and maintain accurate records using HubSpot CRM.

- Support internal processes that help the CS team operate efficiently and effectively.

### **Collaboration & Escalation**

- Work closely with Customer Success, Product, and Engineering teams to escalate technical issues when needed.
- Share customer feedback, trends, and recurring issues to help inform product improvements.
- Act as a strong internal advocate for the customer experience.

### **Process Improvement**

- Identify opportunities to improve support workflows, response times, and internal processes.
- Contribute ideas and participate in projects that increase efficiency and customer satisfaction.

### **Customer Training & Education**

- Assist and/or shadow the Customer Success team during customer onboarding.
- Help guide new customers through the FieldFlō platform and core workflows.
- Support basic training sessions and ensure customers have access to helpful resources.

### **Skills You'll Need to Bring**

- Strong written and verbal communication skills with a customer-first mindset.
- High attention to detail and strong organizational skills.
- 1–3 years of experience in the construction industry, field services, or a related environment.
- Ability to troubleshoot problems, think critically, and follow issues through to resolution.
- Collaborative attitude with comfort working cross-functionally across multiple teams.
- Ability to manage multiple tasks and prioritize effectively in a fast-paced environment.
- Curiosity and eagerness to learn both the FieldFlō platform and our customers' industries.

### **Nice to Have**

- Experience in a SaaS support, customer service, or customer success role.
- Experience contributing to knowledge bases or customer-facing documentation.
- Familiarity with customer support and CRM tools such as Intercom and HubSpot.
- Interest in growing into Customer Success, Product, or Support leadership over time.

### **What Success Looks Like (First 6–12 Months)**

- Customers feel supported, heard, and confident using FieldFlō.
- Consistent, timely responses across support channels.
- Well-maintained help center content that reduces repeat questions.
- Strong collaboration with CS, Product, and Engineering teams.
- Increased efficiency and clarity in support processes.

### **Why FieldFlō**

- Build something meaningful for customers who do vital work in the real world.
- Join a high-growth company with the opportunity to learn and grow your career.
- Work with a smart, mission-driven team that values ownership, curiosity, and teamwork.
- Competitive compensation, benefits, and room to grow. Salary range \$50-\$60K.

### **How to Apply**

Send your resume and a short note about why you're excited about FieldFlō and supporting customers in the construction/field services space to [recruiting@fieldflo.com](mailto:recruiting@fieldflo.com)