



Customer Success Internship

\$12.00/hour, 15-20 hours per week (two weekend shifts, some weekday evening shifts)

Hours of operation: 7am - 7pm, seven days a week

Job Summary

The Customer Success Intern will ensure GVL customers receive the highest level of customer service while projecting a professional company image through phone, email, and chat interaction with system users. The Customer Success Intern must be knowledgeable in multiple market aspects including equine, bovine, swine, feed/feedlot, and/or companion animal.

Key Responsibilities

- Process incoming customer and technical support inquiries
- Provide support and troubleshooting assistance to customers
- Update customer billing and account information while maintaining confidentiality
- Maintain a record of customer support inquiries in Salesforce
- Log bugs and feature requests

Qualifications

- Active pursuit of a BS in Agricultural or Animal Health-related field of study
- Must be able to work a minimum of 15 hours per week, including weekends
- Positive attitude and passion for resolving customer issues
- Excellent written and verbal communication skills
- Professional attitude and willingness to work as part of a team
- Ability to multitask and work well under pressure

About GVL

GVL provides animal health practitioners with unique, web-based software solutions that simplify processes, compliance, and communication. Thousands of veterinarians save time with GVL, reducing errors and compliance issues, retaining client information and records in a searchable account, and providing clients with online and mobile access to their documents. GVL connects veterinarians, producers, and animal owners, state animal health officials, feed distributors, veterinary diagnostic laboratories and other animal health industry partners to improve animal wellness and safety.

GVL's vision is to be the world's most trusted, secure and independent source of animal health data. GVL believes that all employees contribute to the good of the company. In reflection of this, GVL's company core values encourage each employee to be Accountable, Spirited, Inspired, Dedicated, and Respectful.

GVL has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by the supervisor as deemed appropriate.

To apply send your cover letter and resume to careers@globalvetlink.com.