

# Software Support – Summer/Fall 2019

## About CampBrain

CampBrain is a 40+ person company in downtown Toronto. We create web-based registration software for summer camps and conference centres. We have a well-earned reputation for great software, backed by incredibly competent and dedicated customer service. We do business in a straightforward and honest style.

## What you will be working on

You'll be working on our flagship product. CampBrain is a SaaS application serving two main sets of users: first and foremost, the summer camp administrators, owners and directors throughout North America who buy our software; second, our clients' clients – literally millions of parents registering their children for summer camps. For a small company in Toronto, we have a big reach.

## What we need

We're looking for a talented, capable and enthusiastic Software Support Specialist with this skill set:

- Excellent customer service skills (it is the cornerstone of the company); you have to love to help people
- A love and understanding of summer camp
- Good problem-solving abilities
- Outstanding written and verbal communication
- Critical and analytical thinking skills

It would be nice if you have experience with:

- Databases – tables, forms, queries, report design

## What will your day-to-day tasks be?

- Provide technical support to camps across North America on a wide range of topics via phone and email
- Investigate and troubleshoot technical issues
- Create customized reports
- Train new customers
- Configure software
- Import new clients' legacy data into our software
- Work in shifts (between 8:30 am and 8:00 pm)

Ideally, we're looking for a perfect, hard-to-find combination of skills: you like to communicate with and help people throughout your day but you also have a "geeky" side where you enjoy solving problems and working with data.

## Why you should work here

We're profitable and established.	CampBrain is not a start-up. We are a stable, profitable, privately-held company. We have a proven track-record, a viable product, and loyal paying customers.
Your work will be important, and it will matter.	You'll be working and helping 1300+ camps across North America to run their camps successfully.
You'll work with a great team.	We are smart, funny, empathetic, kind, and we care about the quality of our product and service.
Your work will be valued.	You'll get a competitive salary, 3 weeks' vacation, wellness account, medical benefits and baked goods, lots of baked goods
The office is cool.	We have 8000 square feet in an old brick-and-beam building that used to be the Heintzman Piano Factory. The space is open and bright with lots of natural light.
Company culture and events:	<p>We are a close-knit team building a product and company we love. The people we work with and our office culture are incredibly important to us and we work hard at it.</p> <ul style="list-style-type: none"><li>• Family weekends at camp</li><li>• Axe throwing, brewery tours, archery dodgeball &amp; baseball games</li><li>• Potluck lunches, cookie exchanges</li><li>• Bowling Night and Poker Night</li><li>• Canoeheads for Kids</li></ul> <p>Take a look at our Facebook page for more: <a href="https://www.facebook.com/CampBrain/">https://www.facebook.com/CampBrain/</a></p>
The location is great.	We're located 1 km east of the King Subway Station. The neighbourhood is in the middle of a vibrant renewal. We're near coffee shops, restaurants, the Distillery District, the St.

Lawrence Market, and 20 metres from a great independent espresso bar.

## Interested? Good...we need you.

- **IMPORTANT:** Write us a cover letter. Use it to set yourself apart and make yourself stand out. Tell us about an achievement you are most proud of. Send your cover letter and current résumé to Alison Schmidt at [jobs@campbrain.com](mailto:jobs@campbrain.com)
- This is a full-time position for someone in the greater Toronto area

Check out <https://www.campbrain.com/careers> to see what it's like to work here and understand what we're about.