



## Customer Success & Retention Specialist

*Be the trusted guide for 1,300+ shared kitchen operators building local food economies across North America.*

### About The Food Corridor

The Food Corridor (TFC) is a B2B SaaS platform and industry research organization on a mission to enable efficiency, growth, and innovation in local food. Founded in 2015 by Ashley Colpaart, we support 1,300+ shared kitchen operators—including incubators, commissary kitchens, ghost kitchens, and food hubs—with tools for scheduling, billing, client onboarding, and compliance. We are a small, fully remote, mission-driven team that moves fast, takes our clients seriously, and genuinely cares about the local food economy.

### About the Role

The Customer Success & Retention Specialist is the operational heartbeat of our client experience. You are the person our kitchen operators trust to answer questions, resolve payment and billing issues, help them get more from the platform, and feel genuinely supported along the way. You will embody the friendly, knowledgeable TFC "Gnome" voice in everything you do.

This role blends reactive support with proactive success and retention work—including identifying upsell opportunities and re-engaging at-risk accounts. You will report to our VP of Client Success & Retention and collaborate regularly with Sales, Product, and Marketing.

This is the right role for someone who genuinely enjoys helping people, learns software/technology tools quickly, communicates with warmth and clarity, and wants their work to matter beyond a ticket queue.

### What You'll Do

#### Daily Support Operations

- Manage inbound support conversations via Intercom, responding promptly and professionally to kitchen operators and food businesses
- Conduct support and check-in calls via JustCall to troubleshoot issues, walk through platform features, and help clients get unstuck
- Handle billing-related inquiries, including Stripe troubleshooting, disputes, past due payment reconciliation, refunds, and subscription plan changes

- Triage and escalate technical issues to the product team with clear, reproducible documentation
- Maintain and update Help Center articles in partnership with the Marketing team
- Manage and maintain TFC's Fin AI agent in Intercom, including monitoring resolution rates, refining Guidance entries based on real conversation patterns, and escalating edge cases that Fin cannot handle

### **Client Success & Retention**

- Conduct proactive outreach and check-in calls with at-risk or underutilizing accounts to improve retention and platform adoption
- Support implementation calls for newly onboarded clients, helping them configure billing plans, Stripe Connect, and key platform features
- Identify and act on upsell opportunities: plan upgrades, add-on feature activation (Leads Manager, FLIP insurance), and KitchenEDU product sales
- Encourage feature adoption through outbound messaging, webinars, product videos, and client newsletter contributions
- Log call notes and client insights in Pipedrive and share notable feedback with the appropriate Slack channels and the Product team
- Track and report on key support KPIs, including volume, response time, resolution rate, and retention signals

### **Cross-Functional Collaboration**

- Route demo-ready inbound leads surfaced in Intercom to the Sales team with relevant context
- Support KitchenEDU purchases and customer questions related to the Operations Manual, Shared Kitchen Toolkit, and other educational products
- Assist Marketing with Intercom messaging campaigns, client segmentation, and activation sequences
- Serve as a feedback loop between operators and the Product team, surfacing recurring pain points, feature requests, and UX friction

### **Admin & Systems**

- Maintain accurate account records, including plan changes, Stripe Connect configurations, and multi-location account merges
- Process refunds and document dispute resolutions in Stripe
- Leverage and contribute to documentation for our key tools: JustCall, Intercom, Fin AI Agent, Stripe, Pipedrive, Slack, and GSuite

## **Core Competencies**

We are looking for someone who is:

- **Responsible:** a strong internal drive to fulfill commitments, meet deadlines, and go above and beyond

- Technologically adaptive: comfortable learning new tools quickly, including AI-powered platforms, and able to think critically about when automation helps and when a human is needed
- A self-starter: able to initiate and complete tasks independently without close supervision
- A skilled prioritizer: able to assess urgency across a busy queue and act accordingly
- Intellectually curious: eager to understand the "how" and "why" behind every issue and process
- An excellent communicator: clear and accurate in writing and on calls, with warmth and professionalism
- Detail-oriented: focused on accuracy in billing, account records, and documentation
- A creative problem solver: naturally curious when it comes to resolution, not just closure
- A team player: actively participates, gives thoughtful feedback, and supports the team's growth

## What We're Looking For

### Required

- 2+ years in a customer support, customer success, or client services role, preferably at a SaaS company
- Demonstrated comfort with tools like Intercom, Stripe, CRMs (Pipedrive or similar), Slack, and phone or video platforms
- Strong written and verbal communication skills: you write warm, on-brand messages without much editing
- Self-directed and organized; comfortable managing a queue, juggling priorities, and knowing when to escalate
- Stripe fluency: plan management, refunds, dispute resolution, and Stripe Connect account setup

### Preferred

- Experience in or genuine interest in food systems, local food entrepreneurship, or the shared kitchen / food incubator industry
- Familiarity with Intercom as both a support and marketing automation platform
- Comfort with light upselling or account expansion conversations as part of a success role
- Experience with JustCall or similar phone/SMS platforms for customer-facing outreach
- Comfort working alongside AI support tools such as Intercom's Fin; able to train, test, and improve AI agent behavior rather than just use it

## What It's Like to Work Here

Your day-to-day will be a mix of team standups, support tickets, client calls, help article updates, billing questions, feature education, and cross-team collaboration. At TFC, we don't want you to follow a script. We want you to think critically, communicate effectively, and find creative solutions that help our customers and the company succeed.

Here's what our team members say:

*“The best people. Everyone is comfortable and gets along really well. We have diversity and opinions and respect and curiosity, and people care.”* — Team member

*“The work environment feels exceptionally healthy. Everyone is committed to their role and is approachable and willing to help one another.”* — Team member

*“It really is beautiful to work in an environment where we are treated as human beings and not just as a resource.”* — Team member

## Your Growth

Successful performance in this role can lead to opportunities for advancement and growth within the company, including Product Marketing, Quality Assurance, Technical Product Testing, and more. When you master this role, we'll help you find something fun to learn with us next.

## Compensation & Benefits

- Salary range: \$58,000 to \$70,000 per year, based on experience and qualifications
- Fully remote team with a flexible working environment
- Flexible vacation policy
- Retirement plan
- Health care plan
- Stipend for continuing education
- A pivotal role in a growing, mission-driven company at the center of local food systems

## How to Apply

You must be a U.S. resident to apply. Please send your resume and a cover letter that specifically addresses:

- Why you're interested in this role
- The previous project or job most similar to this one
- Any food system or food industry experience you have
- A platform or company you believe provides exceptional customer service, and why

Send your application to [team@thefoodcorridor.com](mailto:team@thefoodcorridor.com) with subject line: *Customer Success & Retention Specialist -- [Your Name]*

Shortlisted candidates will participate in a team interview, provide work references, and complete a mock customer support or product demo session.

*The Food Corridor is an equal opportunity employer. We celebrate diversity and are committed to building an inclusive team.*