

HEARTBEAT INTERNATIONAL

Job Description

JOB TITLE: Next Level Customer Support Specialist

DEPARTMENT: Ministry Solutions (NextLevel)
CLASSIFICATION: Non-Exempt
REPORTS TO: NextLevel Product Manager
REMOTE WORK STATUS: Position eligible to work remotely with required travel

SUMMARY

The Next Level Customer Support & Training Specialist provides direct support, guidance, and training to pregnancy help organizations using Heartbeat's NextLevel client management application.

This role is ideal for a mission-minded, digitally intuitive problem solver who enjoys helping others confidently use technology. The specialist serves as a trusted guide for centers — answering questions, troubleshooting issues, and helping staff understand how to best use NextLevel in their daily work.

The right candidate will be a strong communicator and quick learner who naturally understands how modern SaaS applications function. They do not need software development experience but should be comfortable navigating systems, learning quickly, and explaining technical concepts in simple, approachable ways.

This role focuses primarily on **customer support, user training, and application guidance**, with opportunities to contribute to onboarding, documentation, and product improvement feedback over time.

All activities/functions of this position are to be consistent with and in support of Heartbeat's pro-life mission and vision and Christian core beliefs and operational values.

RESPONSIBILITIES

General Responsibilities

- Understand the mission of NextLevel including providing a service to pregnancy centers that provides data-driven decision-making support and improves centers' efficiency and workflow in order to provide woman-centered and life affirming care that impacts the centers' local communities.
- Provide quality Christian caring service to all customers and contacts, including sharing the Gospel of Jesus Christ by word and example as may be appropriate.
- Assist with other projects as assigned by the supervisor.

Customer Support & Technical Guidance (Customer Retention)

- Serve as a primary point of contact for Next Level users seeking assistance with the application.
- Triage and respond to support requests, ranging from basic account assistance (logins, permissions, navigation) to helping users understand workflows, forms, and reporting.
- Troubleshoot application questions and guide users through clear, step-by-step solutions.
- Translate technical concepts into friendly, understandable language for non-technical users.
- Escalate confirmed system bugs or complex technical issues to the development team with clear documentation and replication steps.
- Track and document support interactions to ensure continuity and strong follow-through.

- Maintain high standards of responsiveness, clarity, and care in all customer communication.
- Improve and sustain **customer retention KPIs** with high-quality resolutions and thoughtful feedback, balancing responsiveness with care. Document, tag, and track issues in the CRM for follow-up and resolution.
- Assist in maintaining FAQs, training resources, and knowledge base content that further cultivates customer relationships improving **customer retention**.

Training & Customer Enablement (Customer Retention)

- Provide virtual and occasional onsite training for new and existing Next Level centers.
- Support onboarding for new organizations, helping staff become confident and comfortable using the system.
- Create simple, practical training resources, guides, and walkthroughs to support ongoing learning.
- Assist with webinars, office hours, and group training opportunities with possible travel to conferences to represent Next Level.
- Help centers understand the best workflow for using Next Level in real clinic workflows.

Product Feedback & Development (Retention and Growth)

- Reproduce issues, gather logs/screens, and partner with the development team for fixes.
- Monitor product health (common errors, FAQs), propose improvements, and document workarounds.
- Advocate for users (customer retention and product development) by writing crisp bug reports and feature requests with business context.
- Build demo environments, sample data, and scenarios that reflect real clinic operations.
- Learn team tools and SOPs, building readiness for future leadership.
- Work closely with the Next Level team to advocate current and prospective customer needs and requests for development planning.

Administration & Reporting

- Maintain accurate records of customer communication and support activity.
- Assist with basic reporting related to support trends, training activity, and customer engagement.
- Stay current on Next Level features, updates, and best practices.
- Provide feedback and suggestions for improving user experience and training effectiveness.
- Process invoices and payments from customers. Ensure accurate, timely billing and payments. Follow up with customers as needed.
- Stay current on information relative to the program (current technology, current resources, ideas for expanding services, pricing of similar resources, etc.). Make suggestions for maintaining and improving quality product and services and appropriate pricing.

QUALIFICATIONS

Experience & Background

- 2+ years in customer support, customer success, training, or client-facing technology roles preferred.
- Experience with or understanding of Next Level and/or **pregnancy help organizations** strongly preferred.
- Experience supporting or learning SaaS platforms or database-style systems preferred.

Skills & Traits

- Strong troubleshooting and problem-solving skills.
- Digitally intuitive: quickly understands how systems and tools function without needing deep technical training.

- Able to learn new applications rapidly and guide others with confidence.
- Clear, friendly written and verbal communication skills.
- Ability to explain technical processes in simple, step-by-step language.
- Comfortable presenting or training small groups virtually or in person.
- Some travel is required for the role.
- Organized and self-directed while working in a remote environment.
- Familiarity with Microsoft Office or Google Workspace required.
- CRM, help desk, or reporting familiarity (Power BI or similar) helpful but not required.

Personal & Mission Alignment

- A desire to grow into leadership, managing projects and (eventually) team members.
- Commitment to Heartbeat International's pro-life mission, Christian beliefs, and operational values.

SUPERVISION (Received/Exercised)

Receive periodic supervision in the form of general parameters. Make non-routine decisions involving analysis of situations based on parameters established and past related experience ensuring service provided conforms to HB's Christian pro-life mission, vision, and core beliefs and values. Decisions affect relationships with HB constituencies. Plan/organize work to meet deadlines.

PERFORMANCE AND EVALUATION

Performance will be evaluated by:

- Maintaining customer renewal and retention rate goals.
- Meeting new customer onboarding goals.
- Maintaining an active CRM pipeline.
- Achieving response time and average resolution time goals for tickets.
- Positive qualitative feedback from customers and team.

GROWTH PATHWAY

This role offers opportunities for growth in areas such as:

- Advanced training leadership and onboarding strategy
- Support process improvement and documentation ownership
- Product feedback and user-experience advocacy
- Potential future leadership within customer support or training functions
- Lead projects and process improvements.
- Take on greater responsibility for sales growth.
- Represent Next Level more independently at conferences.
- Manage and mentor future team members.