

**Product Evangelist**  
**SimpliSafe, Inc**  
**November 2009**



### **About SimpliSafe**

SimpliSafe is a young, entrepreneurial company, seeking an outstanding individual to join its small and growing team. We are passionate about our mission: empowering people to take control of their safety. Our flagship product is the SimpliSafe Home Security System, designed to bring a simple, affordable and reliable home security solution to people renting and living in urban apartments. Join us at [www.simplisafe.com](http://www.simplisafe.com) to learn more.

### **Job Description**

We are looking for a dynamic individual who can thrive in a start-up environment. We seek an energetic person, who is very comfortable on the phone. As our Product Evangelist you will work in both the sales and customer support functions. On the sales side, you'll be reaching out to prospective customers and taking inbound sales calls and helping prospective customers see the value of our product and service.

When current customers call, you'll help them troubleshoot their security systems. To be successful in this role you need to have a general itch to figure out how our technology and components work and help our customers diagnose what might be wrong with their system or figure out if they've made a user error and guide them to a solution.

Because we're growing, you'll have an opportunity to take on additional responsibility after demonstrating success in the position. Specific daily activities include but are not limited to the following:

- Call qualified prospective customers and pitch our security system
- Answer sales calls and emails for prospective customers interested in learning about product features and service
- Respond promptly, courteously and knowledgeably to customer service inquiries, for issues such as trouble-shooting installation or handling product usage questions
- Process special shipments such as replacement parts
- Document any customer service issues and procedures for resolution
- Work with the team to improve the product for future production

As the company grows, this individual will have the opportunity take a leadership role in building a larger customer service organization, including developing standard procedures for sales and customer service, hiring and training additional employees, and potentially working with third party providers. If you are technically savvy with an outgoing personality this would be a great role for you. We seek someone that will enjoy the sales process with prospective customers and can diagnose and solve technical errors for our current customers.

### **Qualifications**

The Product Evangelist position requires an individual who is personable, organized, energetic, and entrepreneurial.

- Comfort with technology and ability to provide technical assistance for basic consumer electronics and software is critical
- Bachelors Degree required
- Proficiency with standard office software (such as Word, Excel, and Powerpoint) and with installing basic IT equipment (such as a router and VOIP adapter)
- Ability to work well independently and also in a team environment
- Relevant work experience in sales or customer service is preferred, but is not required.
- Ability and willingness to work flexible hours is a bonus (e.g. early evening and limited weekend hours)

**Compensation**

This is a fulltime position with an annual \$34K salary and the opportunity to earn an annual bonus based on sales performance.

**Location**

Cambridge, MA. Nearby T-stops are Kendall MIT and Lechmere.

**Contact**

If interested, please send a cover letter and resume to

Chad Laurans

SimpliSafe, Inc.

[team@simplisafe.com](mailto:team@simplisafe.com)

No Calls Please