

Technical Support Associate

Chowbus is a fast growing, well-funded food startup headquartered in Chicago on a mission to help diners to discover new and exquisite dishes, and to give traditional mom and pop restaurants a fighting chance to succeed without compromising who they truly are. By building a super app, our goal is to be the one stop shop for everything related to food.

The Technical Support Associate is responsible for restaurant technology installations and post-sales support. This role will interface with both restaurants and customers to optimize Chowbus' service in the local markets where we operate. This operations-driven role will manage partnerships and collaborate cross-functionally across the business.

What You'll Focus On

- Install, configure, and train restaurant staff on Chowbus products including hardware and networking devices – terminals, kiosks, handhelds, printers, and other peripheral equipment.
- Work with menu team to set up and configure the restaurant's menu correctly prior to installation and help with menu requests as needed after installation. Using appropriate judgment, independently determine priority of restaurants, order of steps to take during implementation based on restaurant needs, and menu design options.
- Efficiently and accurately respond to and resolve incoming calls, chats, tickets, and cases.
- Collect, organize, and solve feedback from restaurant partners and customers.
- Communicate with restaurants to understand their needs and optimize business performance by finding opportunities to implement impactful solutions for our restaurant partners.
- Collaborate with central operations, product, and engineering teams to drive adoption of new products, processes, and plans locally.
- Collaborate with local team to ensure growth and profitability of our restaurant technology solutions. Discover upsell opportunities and partner with local restaurant technology sales team to ensure execution.

What You Bring

- Bilingual proficiency in English and Mandarin required
- 1+ years of relevant experience highly preferred
- Prior startup experience preferred
- Bachelor's degree in a related field preferred
- A valid driver's license and access to a vehicle is required

What We Offer

- A fair compensation package
- Medical, dental, and vision insurance
- 401(k)
- 100% employer-paid Short-Term Disability (STD)
- 100% employer-paid Life Insurance and option for additional employee-paid Life Insurance
- 100% employer-paid Accidental Death and Dismemberment (AD&D) Insurance and option for additional employee-paid AD&D Insurance
- Company holidays
- Birthday off
- Paid Parental Leave
- Flexible Paid Time Off (PTO)
- Employee Assistance Program (EAP)
- Fuel reimbursement