

Full-time Junior Customer Success Representative (JCSR)

Job Summary

Mediagraph is looking for a customer-focused Junior Customer Success Representative to be the friendly first point of contact for our users. You'll help customers troubleshoot issues, learn the platform, and, over time, feel confident using Mediagraph. This is a great role for someone early in their customer success/support career who likes solving problems, staying organized, and building real relationships with customers.

What You'll Do

1) Customer Support & Triage

- Keep an eye on incoming support requests through email and our ticketing system.
- Handle common questions and issues with care and speed, and loop in senior teammates when a deeper dive is needed.
- Notice patterns in customer questions and share those insights so we can keep improving the product.

2) Knowledge Base Contributions

- Spot gaps or confusing areas in our Knowledge Base based on customer questions.
- Draft and update help articles (with guidance and review from the team) so customers can help themselves faster.

3) Onboarding Support

- Review new accounts weekly to make sure basic setup and configuration are on track.
- Reach out to new customers for onboarding check-ins, especially if they seem stuck or have gone quiet.
- Support onboarding calls and follow-ups alongside our Head of User Experience.

4) Customer Health & Retention Support

- Help with periodic account reviews to make sure customers are getting value from Mediagraph.
- Prep notes and simple metrics for our bi-weekly retention and customer health meetings.

Tools You'll Use

- Nutshell (CRM)
- Zendesk (support/ticketing)
- Google Workspace

Your Qualifications

Required

- 1+ year of experience in a customer-facing role (support, success, account management, retail/hospitality, internships, etc.).
- Strong written and verbal communication skills—you're clear, kind, and steady under pressure.
- Organized and detail-oriented, with the ability to juggle multiple tasks without dropping the ball.
- Comfortable learning new software quickly and explaining it in a way that makes sense to others.

Nice to Have

- Experience in SaaS or software support.
- Familiarity with digital asset management (DAM) or organizing digital files.
- Knowledge of photo metadata.

Working Conditions

- Fully remote role.
- Occasional travel to company events may be required.
- Standard business hours, with some flexibility to support customer time zones.

Benefits

- Salary range: \$40,000-\$50,000
- PTO: accrual up to 80 hours
- Health insurance reimbursement
- 401(k): employer match up to 3.5%

About Mediagraph

We're a small, collaborative team building tools that help universities, non-profits, newsrooms, and for-profit companies manage and preserve their digital collections. Our work sits at the intersection of technology and storytelling—think photos, videos, history, and the people who care about keeping it all accessible and organized.

If you're curious by nature, enjoy helping others, and get a quiet thrill from making complex things feel well-organized and straightforward, you'll fit right in here. We move quickly, support each other, and there's real room to grow as we do.