



ISV Client Specialist

Full Time Permanent Position

[APPLY HERE](#)

Job Description

Spring is a global community of innovators and investors, connected to create a sustainable, healthy and equitable world. Based in Vancouver, we design and deliver programs and experiences to build an inclusive community of investors and support a diverse range of founders to scale their impactful solutions. We address barriers to realizing this through incubation, acceleration and investor training programs with our active, values-aligned community.

As Client Specialist, your role will be supporting the growth of the Impact Startup Visa Program (Standard & Premium) through recruitment activities, delivery support, and client support.

Your responsibilities include:

Client and Partner Support

- Client-Partner liaison
- 1:1 support for entrepreneurs
- Engage with ISV community online and in person (in Canada and potentially internationally)

Recruitment

- Manage the CRM pipeline and Due Diligence on applicants
- Build relationships with referral and ecosystem partners
- Coordinate and participate in relevant events (national and international)

Delivery Support

- Assist Program Manager & Facilitator in session delivery when necessary
- Support clients with weekly 'Office hours'
- Coordinate meetings on arrival in Canada
- Support and participate in community engagement events

Spring

- Support end of program reviews

We are a match if you are

- Based in Toronto, ON
- Vietnamese speaker – fluency
- Passionate about the impact and making the world better than it is today
- Relationship-oriented with great communication skills
- Already experienced with HubSpot, Notion, Slack, and GSuite
- Culturally sensitive and have previous experience working with immigrants
- Able to meet deadlines and manage competing priorities according to changing demands
- Energized by connecting with and supporting people from diverse backgrounds
- A proactive and creative problem solver

Compensation Package

- This is a full-time employee position with a salary of \$70,000 with participation in Spring's annual Bonus Plan
- Spring's Benefits Package:
 - 15 days of vacation time is accrued based on hours worked over the course of a year
 - 5 personal health days
 - 11 BC holidays.
 - We also provide additional days off between Christmas and New Years holidays
 - Annual health care stipend of \$1,000 prorated for part-time and for months worked in the year – takes effect after probationary period
 - Work flexibility and remote work
 - Work with a people focused, values-based organization dedicated to global impact

[**APPLY HERE**](#)