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check out
www.rocketspark.com

Rocketspark - a local IT success story – looks for all kinds of clever and creative people in its drive to streamline the website creation process for customers – not just the tech-savvy.

Rocketspark looks for people from a range of backgrounds including management, web design and ecommerce, graduates and even keen people straight out of secondary school. With HQ in Cambridge and with a few team members working remotely in New Zealand and offshore, the Rocketspark team is passionate about making websites fun as well as inspiring customers with clever ecommerce solutions in a fast-changing world.



Useful School Subjects

English is important for communicating with customers, both through email and over the phone. Some design or creative subjects would be useful as, although they're not essential for my job, a creative flair helps in this industry and puts a level of enjoyment in the role.

From university, my background in Marketing is valuable because we work with the Marketing team. The management papers I did are also beneficial because they have helped me in leading a team.

To find out more about this sector, profiles of young people like you in the industry, and career tools and tips...

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The FutureForce® Crew sat down with Chantal to chat about her role...

How did you get this job?

I studied a Bachelor of Applied Management at Wintec majoring in event management and sales and marketing. I volunteered at an event that Rocketspark were part of, and they asked me to work at an event they were holding. From there I got a job working part time in the Customer Success team while I was still studying and then went on to a full-time role. I've been here for almost three years now.

What do you wish you knew when you left school?

I wish I knew that I didn't just have to study for one particular job, and that study can lead to so many different roles in so many different industries. I never thought I would end up in an IT company, but I love it.

TOP CAREER TIP

GO OUT AND GET EXPERIENCE ANY WAY YOU CAN, WHETHER IT IS PART TIME WORK OR EVEN VOLUNTEERING. DEMONSTRATING YOU HAVE EXPERIENCE IS KEY TO EMPLOYERS HAVING CONFIDENCE TO EMPLOY YOU.

What do you do at work?

My team looks after our customers and design partners - these are people who design websites on the Rocketspark platform for their clients. We answer questions, advise them in terms of their website, help with marketing queries, offer education, support and general advice for their business. This could be through email, phone or online webinars. We also liaise with our product, marketing and development teams with any feedback we have from customers.

For the event co-ordinator part of my role I help organise Rocketspark events including Launch, which is a two-day conference we hold for our design partners to help with their business and designing on Rocketspark. We also help run a quarterly creative meet up in Hamilton called Process for creatives to network and listen to some inspirational speakers, along with any other customer events throughout the year.

CHANTAL GELLERT

CUSTOMER SUCCESS TEAM LEADER & EVENTS COORDINATOR

What does someone need to know when starting out at work?

The first few months can be hard, as you are finding your way and learning so many new things but push through this time! You don't know what you can achieve until you do it. Before you know it, it will become easier. Be open minded and take any opportunities that come your way.

What advice would you give someone looking at this type of work?

While this is an IT company, the jobs don't just mean sitting behind a computer all day. There are such a variety of roles within Rocketspark including marketing, creative, product and partners. You don't just have to know about technical coding and be an IT expert, so long as you are willing to learn, are disciplined, have attention to detail and enjoy being in a creative space.

What advice do you have for keeping balanced and managing stress?

Take time away from work to do something you enjoy like catching up with friends, going to the gym or going for a walk. It helps you clear your mind and it's hard to overcome challenges if you're not doing something to change your mindset.



What have you learnt on the job?

I had no experience building websites or using platforms, so I have learnt a lot of the technical and internal processes. While I had worked with customers in other roles it was never to this level of phone and email communication, every day. I think I have always had a good communication style but have learned to develop it further for the needs of this business.

What do you like most about working at Rocketspark?

I like the team environment; it is supportive and really cool. They are accepting of ideas and keen to see you do well. I like dealing with customers and partners. It is such a good feeling when you help them, and they are so thankful. I like doing the events too as I then get to meet some of these people in person.

WHAT DO YOU DO AT WORK?

- We start with our ticketing system which manages emails and reply to any customer or partner queries.
- From 9am our phones are open, so again we are responding to customers and partners.
- There might be tasks from the day before to resolve as we might have needed input or information from another team that has become available.
- We update the help guides we send to customers or create new ones if new features have been developed.
- We might plan for upcoming webinars.
- We assist with any tasks partners might need help with.
- We find and connect with partners to see if they are free to take on new customers.

What's the best career advice you've received?

One of my lecturers at Wintec told us to go out and get experience any way you can, whether it is part time work or even volunteering. Demonstrating you have experience is key to employers having confidence to employ you. I would never have landed this job if I hadn't been volunteering at the event I spoke to Rocketspark at!



WHAT YOU STUDY COULD LEAD TO HUNDREDS OF DIFFERENT ROLES IN DIFFERENT INDUSTRIES. BE OPEN MINDED ABOUT WHERE YOU MIGHT END UP... THERE ARE SO MANY THINGS OUT THERE THAT YOU DON'T KNOW ABOUT YET. LOOK AT DIFFERENT OPTIONS!