



Ваш надежный помощник

Customer Support Representative, 40000 грн.

📍 Киев, 🕒 12
августа

Компания: [Pexly](https://jobs.ua/company/id/1642436) (<https://jobs.ua/company/id/1642436>) ([Все вакансии](#))

Рубрики: [Телекоммуникации и связь](#)

Пожелания к сотруднику

Образование: не имеет значения
Опыт работы: не требуется
График работы: полный рабочий день

Описание вакансии

Join our fast growing company as a **Technical Support Agent** (with **English B2-C1** language skills).

It is a remote full-time position.

Schedule:

4 working shifts following by 2 days of rest

8-17 EET ,14-23 EET, 23-8 EET

Starting date: ASAP

At **PEXLY** you have a great opportunity to get:

- Experience in the international company working with people around the globe;
- **Compensation** – **\$900** for the first 2 months, and **\$950** after 2 months;
- **Bonus** - **\$50** depending on the execution of the KPI per month;
- Training will be provided by the company and the client;
- 20 paid days of vacations and 10 days of sick leaves per year;
- Management's attention, support and motivation.

Your responsibilities:

- Politely respond to customers' inquiries in a timely manner;
- Support with technical questions;
- Cooperate with development and QA teams to resolve the issues from customers;
- Analyze customer requests and suggest improvements
- Develop healthy Customer Relationship
- Keep clients engaged and regularly using products
- Constant follow up on clients and leads: service usage, issues, renewals
- Maintain a detailed understanding of Valo Motion services, assist customers with questions and suggest the best solutions for their needs
- Build customer loyalty and retention
- Resolve customer issues
- Build Trust and Transparency with Clients
- Onboards new clients via WhatsApp / Google Meet

You are our **perfect candidate** if you have:

- C1 level of English language

- Experience with Windows OS will be an advantage;
- Strong problem-resolution skills;
- Experience as a Customer Support Representative;
- Ability to work in a stressful situation, skills of active listening

and attention to detail, respect for the Client, focus on helping clients, empathy, calm character;

- Time management skills
- Excellent writing and communication skills
- Capability to work both independently and as a productive team

member

- 1+ years of experience in Technical Support/Customer Support
- General knowledge of CRM systems, Zendesk, Asana,

Slack, Chats, Social Messengers, ZOOM, Google Meet

- Confident in hardware and software, PC, Laptops, projectors, cabling, Windows OS, Networking.

PEXLY is a global company. We empower businesses all over the world through providing remote assistants and outsourced teams specialized in customer support, tech support, back office activities, and agile sales and marketing support.

We respect the individuality and culture of each member of our large team, and appreciate the contribution of each employee to support our Customers.

We will be glad to welcome you to our team. Grow your career with PEXLY!

Контактная информация

Контактное лицо: Alekseilazov