Ваш надійний помічник

Customer support specialist

Дніпро,

Компанія: ТОВ "ВІСК"

Рубрики: IT, WEB фахівці, Наука, освіта, переклади

Побажання до співробітника

Освіта:	повна вища
Досвід роботи:	не вимагається
Графік роботи:	повний робочий день

Опис вакансії

Our online shop transacts in more than 100 currencies from all countries of the world, it is localized in many languages. We serve cross-platform B2C and B2B sales channels on all continents. We create, develop and support complex sales, administrative and technical systems for telecom business.

We are looking for our Dnipro office to hire full-time customer support specialists speaking English.

NO REMOTE

If you are looking for a remote job, do not send the applications, they will not be considered.

Your role and interactions with our team:

Customer Support Our customers communicate with us through email, phone calls, live chats and social media. You will receive a management training on our platforms tools and systems and learn how to keep our customers satisfied.

Know your customer You will be taught to identify what are our customers profiles. You will be trained to work with analytics tools to tailor the best answers, solve problem before they arise and find your ideal customer. You will learn to understand the uses our customer have for the products they purchase. You will be part of the product development.

Content Creation and Ideas Gather content ideas from your constant communication with customers to learn about their problems, interests, and needs. The acquired knowledge is the base to enhancing customer care flows, creating chat bots, and writing FAQs.

Team work You are part of the team that sits between the customer care, sales and marketing. Your team work will unsure our customers find our products, buy them and have a good experience.

Skills, Education and Experience:

You must be structured, organized, like to optimize, able to troubleshoot, and articulate an answer that resolves a problem.

You should speak and write: English, Russian.

Ideally you should have prior customer care experience, but if you fit the above description this could be your first job.

Location: Dnepr

We are not looking for remote employees.

To apply follow the link:

https://forms.gle/TzUX5WMt2Y73dt889

Редактировать

Контактна інформація

Сайт: http://www.visk.dp.ua