



Ваш надійний помічник

Customer support (Italian or English)

Одеса,

Рубрики: [ІТ, WEB фахівці](#), [Торгівля, продажі, закупівлі](#), [Офісний персонал](#)

Побажання до співробітника

Освіта: не має значення
Досвід роботи: обов'язковий
Графік роботи: віддалена робота

Опис вакансії

About us

Voxloud is the **first cloud-based business phone system** that's up&running in less **than 59 seconds**, designed for small businesses that want to look like an international company in seconds, not weeks.

We do that by replacing the multiple systems typically used to manage telephony and calls across the company (both physical and cloud) with a single platform that handles every calls directed to the company's landline and toll-free numbers, while also simplifying the management and the rules-related administration.

Voxloud is also funded and is investing aggressively in growth for 2021. Learn more about why innovative companies like and trust Voxloud at <https://it.trustpilot.com/review/voxloud.com>.

Position Overview

Voxloud is looking for a high-energy and dynamic Customer Support Agent to provide 1st support to our Italian customers.

The successful candidate will be included in the 1st level customer service team and will be responsible for analyzing and developing relationships with acquired customers with a view to improving the service, problem-solving, resolving 1st level problems. A further purpose of the phone, chat, or email contact will be to understand any latent needs of the customer or unexpressed problems and solve them proactively, thanks to the tools made available by the company.

The customer support service will be provided via phone, email, and chat. The resource will be fully trained by the company, both before and after insertion into the department. The candidate, in particular, will deal with:

- 1st level problem solving
- Guide users to read the right articles of our Help Center and follow them during the necessary operations
- Any follow-up for optimal ticket closure and feedback collection

Minimum requirements:

- High level of Italian written and spoken
- Mid-high level of English written and spoken
- Comfort in communicating with the customer by phone, email, and chat
- Ability to manage various tasks

Nice to have:

- Minimum experience in customer care or customer support
- Knowledge of troubleshooting and internal communication tools like Intercom, Slack, Jira

We offer:

- Opportunity to **work in a young multinational team** of professionals

- **Paid vacations**
- **Full remote** work from home 100% of the time
- **Best-in-class training** program and opportunity to grow inside the company
- **Company culture** based on meritocracy and teamwork.
- **Competitive salary**, based on experience and skills

Feel free to contact:

Skype - join.skype.com/invite/drfcDilvkoez

viber ...33

Telegram - t.me/softesis

linkedin.com/in/maria-belonozhko-15ab4...

Контактна інформація

Телефон: +38 (097) 543-63-33

Контактна
особа: MariaBelonozhko