



Ваш надійний помічник

## Customer support agent, 20000 грн.

📍 Одеса, 🔄 15 листопада  
2023

Компанія: [Eliazon Inc](https://jobs.ua/company/id/1633228) (<https://jobs.ua/company/id/1633228>) ([Bci](#)  
[вакансії](#))

Рубрики: [Торгівля, продажі, закупівлі](#)

### Побажання до співробітника

Освіта:	не має значення
Досвід роботи:	не вимагається
Графік роботи:	повний робочий день

### Опис вакансії

**Hello! We are looking for a sociable, attentive to customers, friendly, and problem-solving Customer Support Agent.**

#### Requirements:

- Fluent English writing skills
- Communication skills
- Experience in writing formal correspondence
- Ability to analyze information, draw conclusions, and make an understandable answer; problem-resolving skills;
- Organization, politeness, self-learning, stress resistance;
- Experience in a similar position will be an advantage;
- Experience in Google Sheets (excel) is a MUST;
- Experience with Google Sheets (excel) formulas — advantage;
- Team management experience — advantage;
- Research skills — advantage.

#### Working conditions:

- Excellent comfortable workspace located in a City Center
- Changing 5/2 work schedule with 1 day being the day shift starting from 9:00 to 18:00 (including 1-hour lunch)
- Official employment
- Friendly small young team
- Internal training
- Support in working tasks

#### Responsibilities:

- Providing timely and accurate responses to customer questions and requests through Edesk and Amazon platforms;
- Responding to customer inquiries and providing first-contact resolution of customer issues;
- Turning potential negative customer situations into positive experiences;
- Escalating unresolved queries to the next level of support;
- Researching required information using available resources;
- Support of other employees;
- Self-learning skills for work optimization;
- Product research.

Looking forward to your CV!

Best Wishes,

Eliazon Inc Team

### Контактна інформація

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