

## Customer Support and Order Specialist (remote)

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Company: Bamboo Works

Location: Colombia

Category: computer-and-mathematical

We are currently seeking a Customer Support and Order Management Specialist for a rapidly growing e-commerce business in Madrid, Spain. The main responsibility of this role is to effectively manage different aspects of order processing and customer support. The ideal candidate will demonstrate outstanding multitasking skills and the ability to thrive in a fast-paced environment.

### The Role

#### Responsibilities:

Check and upload bills to software.

Manually uploading products to the Amazon platform.

Manage inventory and update the stock availability.

Convert Amazon orders to Holded sales tickets (ERP).

Manage and process orders.

Keep track of orders.

### Ideal Profile

#### Requirements:

Previous experience in order management and customer support roles.

Invoicing and accounting background.

Experience with E-commerce and E-commerce platforms.

Native Spanish speaker.

Experience with ERP systems and Amazon seller platform.

Strong attention to detail and ability to work with accuracy.

Proficient in using ticketing systems (e.g., Zendesk) and other relevant software.

### What's on Offer?

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