

Colombia Jobs Expertini®

Multiple Ecommerce Customer Support Representatives - Work From Home - Indefinite Contract

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Company: FiltaGlobal

Location: Colombia

Category: office-and-administrative-support

Work for an award-winning global US tech platform. Enjoy the benefits of working from home, along with comprehensive health and dental insurance under an indefinite contract. You must have your own equipment and your workstation needs to be set up in a safe and secure location at home with stable and reliable internet. On offer a salary of 2 million to 2.5 million Colombian pesos per month You will not be required to work Colombian holidays. Benefits An indefinite contract that includes all the government benefits. 15 Vacation leaves per year. 5 additional paid leaves per year accrued from day one Birthday leave + Birthday cake Private Healthcare with Dental insurance for you and one dependent within the 1st Month. 13th Month Bonus Perks of being a member of the Filta Community Regular Social Activities Paid Birthday Leave + Birthday Cake Welcome Gift Packs Work Anniversary Gifts Year-End Party Christmas Hamper Private Healthcare with Dental insurance for you and one dependent Udemy Platform access for continuous learning. Shift Time 08:00 am to 06:30 pm, Colombia Time, Monday to Friday. About the Role Reporting to the US-based Customer Support manager and working with a large team, you will be assisting customers through email and chat channels, addressing inquiries ranging from pricing and refunds to introducing new features. Your role extends beyond technical assistance; empathy and warmth are key as you provide support to our users. Responsibilities: Respond promptly to live chat queries and customer emails, offering helpful and informative responses. Engage with new users, ensuring a smooth onboarding experience and fostering a positive first impression. Undertake basic pre-sales and account management tasks, nurturing relationships with

potential and existing customers. Troubleshoot technical issues as they arise, demonstrating problem-solving skills and attention to detail. Occasionally handle miscellaneous tasks as required to support team objectives and user satisfaction. Ideally, you will have the following experience and qualifications: At least one year of experience in online and email customer support within Saas, e-commerce, or similar industries, demonstrating adaptability to dynamic environments. Familiarity with Zendesk or similar customer support platforms, showcasing proficiency in diverse tech tools. Considerable expertise in relationship building, reflecting thoughtfulness, engagement, and energy in customer interactions. Excellent written and verbal communication skills, coupled with a positive outlook and a track record of successful customer engagement. What's Next? Ready to make a move? Hit Apply, attach your CV and share your story through our quick questionnaire. As this is an urgent requirement, if you want to fast-track your application, please email Andrea Pérez at p.andrea@filitaglobal.com and connect with Andrea at <https://www.linkedin.com/in/paolap%C3%A9rez-talentspecialist/> Please note you must be a Colombian citizen and submit your application in English. Powered by JazzHR

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