

Customer support team member Dach

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Company: Saphunt

Location: Zambia

Category: other-general

The Offer

Opportunity within a company with a solid track record of performance

Fantastic work culture

A role that offers a breadth of learning opportunities

The Job

Responsibilities:

Email/Tickets processing, testing, and troubleshooting according to provided documentation and training;

Dispatching tickets to various functional customers teams;

Ongoing learning and staying up-to-date on all relevant products and technologies;

Providing phone support, Zoom 1:1 meetings for end customers;

Proactively identify issues that may affect customers and escalate them for resolution

The Profile

Our expectations:

Fluent in English and German; other languages is a plus to effectively liaise with the

stakeholders of the region.

Experience in a Customer Service environment or an international business setting

Experience in the SaaS industry is a plus!

SaaS sales experience is a plus!

Basic tech knowledge

Onboarding of new/retaining old customers is a huge plus!

Knowledge of CRM, Chat, and Email communication tools used to provide support for customers

customer-centric approach in work and communication

Willing to accept new challenges

This position requires your own equipment (PC or laptop, web camera, etc.)

Excellent internet connection

Commitment to goals and objectives

Work formatdependent contractor, CET

The Employer

Our client is the #1 practice management platform for accounting firms in the US - we have grown over 100X in the last 5 years and serve tens of thousands of businesses globally with millions of end-clients.

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