



Role: Tier 1 Support

Location: San Francisco CA

Type: Full-Time Permanent

JOB DESCRIPTION

The Customer Service Representative is responsible for working with a broad range of customers via phone, email and chat software. We are seeking a highly motivated and resourceful individual who is dedicated to providing the highest level of support in each customer interaction. The ideal candidate is a determined advocate of our customers, a creative problem-solver, and a collaborative team member. This person is energized by working with people, while still being a strong independent worker.

KEY RESPONSIBILITIES

- Answer incoming customer calls and requests in a professional manner in local language
- Conduct outbound calling and email communication to users.
- Assist Direct Commerce with identifying and reporting system issues to help us improve customer satisfaction.
- Document all actions and responses via our CRM tools.
- Provide feedback as requested regarding trends in customer issues and suggest improvements to processes, policies, and product.
- Identify and draft improvements to written help content and internal documentation.
- Ability to communicate effectively orally and in writing.

OUR IDEAL CANDIDATE

- 2 years or more of online customer service experience a plus
- Local language fluency, both spoken and written
- Spanish and/or French is a plus
- Strong organizational, analytical, written, and verbal communication skills
- Superb attention to detail
- Excellent time management skills
- Good understanding of Microsoft word and excel skills
- SaaS background a plus